All About

Service

Electrolux Service Provider Standard Operating Procedures

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10200 David Taylor Drive
Charlotte, NC 28262

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Section 1 Basic Information

Purpose of This Document

The purpose of this document is to bring clarity and awareness to written Electrolux and/or Frigidaire product warranties. This document will cover Electrolux's service conduct expectations, explanation of warranty processes, claim filing and how to work within the undefined scenarios regarding different claim situations. Examples of documentation are included for further explanation. However, the examples are not exhaustive and Service Providers may encounter situations that are not addressed. In those cases, please contact the Servicer Assistance Center or your RSQM for resolution. **See page 9-1 & 2 for contact information**.

NOTE

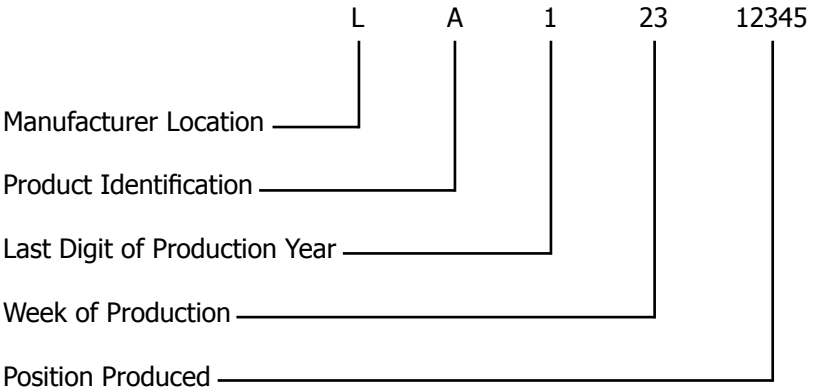
The policies and procedures listed in this document are the current procedures at the time of printing. However, due to the dynamic nature of our business, the contents of this manual are subject to change. Electrolux will make the best effort to communicate any changes that do occur.

Glossary

Acronym	Description	Acronym	Description
ASP	Authorized Service Provider	PD	Parts Distributor
CEC	Consumer Engagement Center	POP	Proof of Purchase
DDPS	Dealer Distributor Product Specialist (Exchange Department)	RDC	Regional Distribution Center
DOI	Date of Installation	RSQM	Regional Service Quality Manager
DOM	Date of Manufacture	SAC	Servicer Assistance Center (Warranty Department)
DOP	Date of Purchase	SPIG	Service Provider Information Guide (Warranty Guide)
EMA	Electrolux Major Appliances	TID	Technical Information Department (Tech Assist)
ESA	Extended Service Agreement		

Serial Number Date Code

How to read Electrolux serial numbers in order to verify manufacture date and warranty coverage:



Product Identification

A = Refrigerator
B = Freezers
C = Washers
D = Dryers
E = Laundry Centers
F = Ranges
G = Microwave
H = Dishwasher
J = Trash Compactor
K = Room Air
N = Dehumidifier
R = New Business Development
S = Laundry Pedestals

Production Week Chart

Week	Date	Week	Date	Week	Date	Week	Date
01	JAN 01	14	APR 2	27	JUL 2	40	OCT 1
02	JAN 08	15	APR 9	28	JUL 9	41	OCT 8
03	JAN 15	16	APR 16	29	JUL 16	42	OCT 15
04	JAN 22	17	APR 23	30	JUL 23	43	OCT 22
05	JAN 29	18	APR 30	31	JUL 30	44	OCT 29
06	FEB 5	19	MAY 7	32	AUG 6	45	NOV 5
07	FEB 12	20	MAY 14	33	AUG 13	46	NOV 12
08	FEB 19	21	MAY 21	34	AUG 20	47	NOV 19
09	FEB 26	22	MAY 28	35	AUG 27	48	NOV 26
10	MAR 5	23	JUN 4	36	SEP 3	49	DEC 3
11	MAR 12	24	JUN 11	37	SEP 10	50	DEC 10
12	MAR 19	25	JUN 18	38	SEP 17	51	DEC 17
13	MAR 26	26	JUN 25	39	SEP 24	52	DEC 24

NOTE

Actual week dates will vary from year to year. This chart is an approximation.

Professionalism

Today's consumer is more demanding than ever. In fact, customer service is more than being tactically sound (scheduling with urgency, showing up on time, first-time completes), it's also about addressing the consumer's emotional needs. When a consumer experiences a product failure, they are inconvenienced by having to schedule a service call around the demands of their day. They want their situation to be addressed quickly and not have to deal with missed appointments, additional waiting because common parts need to be ordered, more service calls, or even an insensitive technician.

In order to successfully meet the needs of our customers, we ask the following:

Effective Service Management

- Electronic filing via ServicePower (requires internet access)
- Prompt payments to distributors
- Reliable means of contacting consumers
- Efficient management of service referrals (including ease of access for new and returning consumers/customers)
- Commitment to growth strategies that meet current and foreseeable demand in their market
- Dedication to fielding a fully trained technician staff and a high level of first time completes.

Competent Professional Service

We expect our Authorized Service Providers to render qualified service based on their expertise and product knowledge. Our representative should make the service call to the consumer's home in suitable service technician attire, equipped with the appropriate tools, test instruments, and the knowledge to properly diagnose the appliance problem.

Service Call Conduct

1. Greet and identify yourself with a business card and clean uniform. Ensure that your uniform is properly maintained with shirt tucked in. You will win the consumer's confidence by treating their home with respect. The consumer determines their perception of your company's professionalism within the first 30 seconds.
2. Actively listen to the consumer to hear what they believe is not right with their appliance. Their belief that you are listening is important.
3. Communicate your findings to the consumer prior to replacing any part. Assure them that their appliance will return to normal operation after you have completed the repair, and then proceed.
4. If possible, repair the unit correctly the first time. Be sure to use the resources EMA has provided by contacting the Technical Information Department (a resource line that answers technical questions) at 888-842-3660 when you need assistance.
5. Demonstrate the operation of the unit so that the consumer agrees the problem has been resolved. Doing so will create value in the consumer's perception of your service. This will also save callbacks and repeat calls.
6. Leave the area cleaner than when you found it and return any items to their original location.

Electrolux views customer service as the key to competitive advantage and survival in an industry that has no shortage of manufacturers. Consumers are increasingly discriminating and demand quality in all of their purchases of products and services

Standards for a Warranty Service Provider

1. Service Providers are expected to maintain a professional image with the consumer. This includes maintaining the appearance of service facilities, service vehicles, and the technician's appearance.
2. An employee must be on duty during normal working hours to receive consumer calls.
3. Consumers are to be contacted during the same day service has been requested from the Service Provider. Refrigerators and freezers that are not cooling are considered emergency calls. All emergency calls must have a service technician at the home within 24 hours of the consumer's contact with the Service Provider.
4. Use only EMA Genuine Renewal Parts for product warranty and service contract repairs.
5. Have adequate tools and test equipment including necessary specialty tools to service EMA products.
6. Technicians must service products at the installation location. In some cases, the applicable product warranty will specify delivery by the consumer to the Service Provider.
7. Maintaining a properly trained technical workforce is the responsibility of each Service Provider. Attending seminars and product update meetings, along with alternate training methods such as web-based programs, is required for all Authorized Service Providers.
8. In no instance shall a Service Provider display or use on their service vehicles or business any reference to factory service. References should be to Electrolux Authorized Service, and never factory service.
9. Conduct business operations in compliance with all applicable Federal, State and Local laws, rules and regulations. Authorized Service Providers must refrain from unethical, false, or misleading advertising, promotions, and practices.
10. Electrolux reserves the right to mandate background checks on any potential service company and/or its employees.
11. Have and maintain a minimum of $1 M liability insurance to protect the Service Provider and EMA in case of damage resulting from, or alleged to have resulted from, service performed.
12. Service Provider must maintain communications capability with EMA during business hours for escalated service complaints. The Service Provider is expected to respond within one hour from time of inquiry.
13. Service Providers are expected to maintain adequate levels of performance according to measurements determined by Electrolux. Electrolux will monitor certain performance metric in order to ensure compliance to those standards. Service Provider performance will be considered when adjusting service rates, benefits, and warranty authorization.
14. Service Providers are expected to maintain updated phone/fax number(s), e-mail address, and zip code coverage list.

Electrolux Brand Additional Standards for Service

Electrolux sets specific standards of service for its Electrolux Brand and Icon consumers. These standards ensure that Electrolux Authorized Service Providers conduct service calls in a manner that adds value to the Electrolux Brand, promotes additional Electrolux business, and meets the high expectations of consumers.

To reflect the standards set forth by the Electrolux Brand, Service Providers' service to customers should be the best service in the industry. An authorized Electrolux Brand Service Provider therefore must:

1. Maintain an employee on duty at the Service Provider's facility, addresses, or a live contact answering service, during normal working hours to take consumer or Electrolux calls.
2. Use only genuine Electrolux parts for warranty and service repairs.
3. Stock an adequate inventory of functional service parts (suggested truck stock list available from Electrolux Regional Service Quality Managers).
4. Use and maintain adequate tools and functional refrigeration equipment, including necessary specialty tools, to service Electrolux appliances.

5. Contact consumers within 24 hours and respond to emergencies immediately.
6. When handling product, Service Providers shall maintain and use appropriate appliance handling equipment for transfer of appliances from vehicles to consumer property.
7. When servicing Electrolux appliances, Service Providers' uniform should be the type and style common to the industry. This uniform should be obtained by the Service Provider and maintained in a professional and clean appearance. Electrolux Brand logos are available through your authorized Electrolux parts source.
8. Ensure full protection of consumer floors, counter-tops, and other surfaces by using protective mats. Upon completion of service, always clean and restore the product and its surroundings to their condition before service.
9. Use electronic billing services as provided by Electrolux chosen vendor.
10. Maintain a minimum of 90% consumer satisfaction rating as measured by Electrolux after-service surveys.
11. Comply with and meet all of Electrolux Parts Return Programs.
12. The cycle time from date call received to date repaired for all Electrolux Brand consumers is 30 days. Repairs completed outside of this time frame will result in a labor reduction of 15%.

Commercial Products Additional Standards for Service

Electrolux sets specific standards of service for its customers. These standards ensure that the Electrolux Commercial Group (Frigidaire Commercial, Kelvinator Commercial & Electrolux Commercial OEM) Authorized Service Providers conduct service calls in a manner that adds value to the Electrolux Commercial brands, promote additional Electrolux business, and meet the high expectations of our commercial consumers.

In order to maintain the standards set forth by Electrolux, an authorized Electrolux Commercial Service Provider must:

1. Maintain an employee on duty at the Service Provider's facility addresses, or a live contact answering service, during normal working hours to take consumer or Electrolux Commercial Service Group calls.
2. Use only genuine Electrolux Commercial Group brand parts for warranty and service repairs.
3. Stock an adequate inventory of Electrolux Commercial Group functional service parts (suggested truck stock list available from the Electrolux Service Group Team).
4. Use and properly maintain adequate tools and functional refrigeration equipment, including necessary specialty tools, to service Electrolux Commercial Group appliances.
5. Contact consumers within 24 hours and respond to emergencies immediately.
6. Complete the repair within 7 business days.
7. When handling product, Service Providers shall maintain and use appropriate appliance-handling equipment.
8. When servicing Electrolux Commercial Group appliances, the Service Providers' uniform should be the type and style common to the industry. This uniform should be obtained by the Service Provider and maintained in a professional and clean appearance.
9. Use electronic billing services as provided by Electrolux chosen vendor.
10. Comply with and meet all of Electrolux Commercial Service Group Parts Return programs.

First-Year Limited Warranty

The first year warranty starts on the date of *purchase* or *product installation (new construction)*, and is valid for 365 days. If the product is purchased on January 1st, the warranty expires December 31st, not the next January 1st. It may or may not include labor for accessories. In some cases, product installation may be delayed for a variety of reasons. In such scenarios, the warranty starts when the product is installed. Documentation to prove the installation date will be required. Otherwise, the warranty starts on the purchase invoice date.

When a first year full warranty service claim is received indicating the date of purchase is more than 24 months from the manufacture date, it may be reviewed by Warranty Administration to determine authenticity of the purchase date. Proof of purchase documentation may be requested of the Service Provider at any time.

NOTE

For clarity throughout this manual, we will refer to all Product Warranty beyond the first year as Limited Warranty (this Limited Warranty applies only to Frigidaire Professional, Frigidaire Gallery, and Electrolux ICON branded products). The coverage and time period for the Limited Warranty varies substantially for products with a warranty beyond the first year.

A Limited Second-Through-Fifth-Year warranty is defined as an extension of the initial warranty for the prescribed term and can be for parts and/or labor.

It is Electrolux's policy that all labor warranties expire on the exact day the coverage ceases, as detailed in the written warranty packed with the product. Request for warranty service will be refused after the warranty period, unless special authorization has been obtained from Electrolux.

If a product has been returned to a dealer and then re-sold, the second consumer who purchases the unit will have a full one-year warranty coverage on functional parts and repairs upon proof of purchase unless the product is sold "**AS IS**", in which case there is no warranty.

All product warranties can be viewed at: http://b2b.frigidaire.com/support/manuals.asp. Type in the model number and select **Owner's Guide**. The warranty is usually the last page of that document. The Owner's Guide supplied with the product must be followed as far as warranty coverage is concerned.

NOTE

Some products carry a limited warranty that may go above and beyond the standard product warranty coverage. Please see the Owner's Manual for additional warranty information.

Standard Warranty

The standard product warranty was changed on January 1, 2006. Please review the following samples of standard warranty documents for the different types of warranties the technician may run into. Please see **Page 3-2** for an example of the standard warranty.

Extended Warranty Periods

Some products have a multi-year or lifetime warranty on parts and/or labor on some components. Service Providers are responsible for checking the warranty included with each product to confirm what may be covered beyond the standard one-year warranty. It is important to remember that some warranties may be for parts only. In this case, the Service Provider may charge the consumer for labor if those parts are needed. The Service Provider may then file a "Part Only" warranty claim. Labor should not be included on this type of claim. The Service Provider will need to annotate a comment on the warranty claim regarding the extended part or labor warranty, if applicable. Please see **Page 3-3** for an example of the warranty with extended warranty periods.

MAJOR APPLIANCE WARRANTY

Your appliance is covered by a one year limited warranty. For one year from your original date of purchase, Electrolux will pay all costs for repairing or replacing any parts of this appliance that prove to be defective in materials or workmanship when such appliance is installed, used and maintained in accordance with the provided instructions.

Exclusions **This warranty does not cover the following:**

1. Products with original serial numbers that have been removed, altered or cannot be readily determined.
2. Product that has been transferred from its original owner to another party or removed outside the USA or Canada.
3. Rust on the interior or exterior of the unit.
4. Products purchased "as-is" are not covered by this warranty.
5. Food loss due to any refrigerator or freezer failures.
6. Products used in a commercial setting.
7. Service calls which do not involve malfunction or defects in materials or workmanship, or for appliances not in ordinary household use or used other than in accordance with the provided instructions.
8. Service calls to correct the installation of your appliance or to instruct you how to use your appliance.
9. Expenses for making the appliance accessible for servicing, such as removal of trim, cupboards, shelves, etc., which are not a part of the appliance when it is shipped from the factory.
10. Service calls to repair or replace appliance light bulbs, air filters, water filters, other consumables, or knobs, handles, or other cosmetic parts.
11. Surcharges including, but not limited to, any after hour, weekend, or holiday service calls, tolls, ferry trip charges, or mileage expense for service calls to remote areas, including the state of Alaska.
12. Damages to the finish of appliance or home incurred during installation, including but not limited to floors, cabinets, walls, etc.
13. Damages caused by: services performed by unauthorized service companies; use of parts other than genuine Electrolux parts or parts obtained from persons other than authorized service companies; or external causes such as abuse, misuse, inadequate power supply, accidents, fires, or acts of God.

DISCLAIMER OF IMPLIED WARRANTIES; LIMITATION OF REMEDIES

CUSTOMER'S SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR OR REPLACEMENT AS PROVIDED HEREIN. CLAIMS BASED ON IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW, BUT NOT LESS THAN ONE YEAR. ELECTROLUX SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES SUCH AS PROPERTY DAMAGE AND INCIDENTAL EXPENSES RESULTING FROM ANY BREACH OF THIS WRITTEN LIMITED WARRANTY OR ANY IMPLIED WARRANTY. SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR LIMITATIONS ON THE DURATION OF IMPLIED WARRANTIES, SO THESE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WRITTEN WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

If You Need Service Keep your receipt, delivery slip, or some other appropriate payment record to establish the warranty period should service be required. If service is performed, it is in your best interest to obtain and keep all receipts. Service under this warranty must be obtained by contacting Electrolux at the addresses or phone numbers below.

This warranty only applies in the USA and Canada. In the USA, your appliance is warranted by Electrolux Major Appliances North America, a division of Electrolux Home Products, Inc. In Canada, your appliance is warranted by Electrolux Canada Corp. Electrolux authorizes no person to change or add to any obligations under this warranty. Obligations for service and parts under this warranty must be performed by Electrolux or an authorized service company. Product features or specifications as described or illustrated are subject to change without notice.

USA
1.800.944.9044
Frigidaire
P.O. Box 212378
Augusta, GA 30907

Canada
1.800.265.8352
Electrolux Canada Corp.
5855 Terry Fox Way
Mississauga, Ontario, Canada
L5V 3E4

SAMPLE

MAJOR APPLIANCE WARRANTY INFORMATION

For the applicable warranty period as set forth below, as measured from your original date of purchase, Electrolux will repair or replace any parts of this appliance that prove to be defective in materials or workmanship when such appliance is installed, used and maintained in accordance with the provided instructions.

Warranty Periods:

- All parts — One year including labor
- Wash tub — Functional life of the product (excluding labor)
- Wash tub drive motor, non-cosmetic defects — Ten years (excluding labor)

Exclusions

This warranty does not cover the following:

1. Products with original serial numbers that have been removed, altered or cannot be readily determined.
2. Product that has been transferred from its original owner to another party or removed outside the USA or Canada.
3. Rust on the interior or exterior of the unit.
4. Products purchased "as-is" are not covered by this warranty.
5. Food loss due to any refrigerator or freezer failures.
6. Products used in a commercial setting.
7. Service calls which do not involve malfunction or defects in materials or workmanship, or for appliances not in ordinary household use or used other than in accordance with the provided instructions.
8. Service calls to correct the installation of your appliance or to instruct you how to use your appliance.
9. Expenses for making the appliance accessible for servicing, such as removal of trim, cupboards, shelves, etc., which are not a part of the appliance when it is shipped from the factory.
10. Service calls to repair or replace appliance light bulbs, air filters, water filters, other consumables, or knobs, handles, or other cosmetic parts.
11. Surcharges including, but not limited to, any after hour, weekend, or holiday service calls, tolls, ferry trip charges, or mileage expense for service calls to remote areas, including the state of Alaska.
12. Damages to the finish of appliance or home incurred during installation, including but not limited to floors, cabinets, walls, etc.
13. Damages caused by: services performed by unauthorized service companies; use of parts other than genuine Electrolux parts or parts obtained from persons other than authorized service companies; or external causes such as abuse, misuse, inadequate power supply, accidents, fires, or acts of God.

DISCLAIMER OF IMPLIED WARRANTIES; LIMITATION OF REMEDIES

CUSTOMER'S SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR OR REPLACEMENT AS PROVIDED HEREIN. CLAIMS BASED ON IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW, BUT NOT LESS THAN ONE YEAR. ELECTROLUX SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES SUCH AS PROPERTY DAMAGE AND INCIDENTAL EXPENSES RESULTING FROM ANY BREACH OF THIS WRITTEN LIMITED WARRANTY OR ANY IMPLIED WARRANTY. SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR LIMITATIONS ON THE DURATION OF IMPLIED WARRANTIES, SO THESE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WRITTEN WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

IF YOU NEED SERVICE

Keep your receipt, delivery slip, or some other appropriate payment record to establish the warranty period should service be required. If service is performed, it is in your best interest to obtain and keep all receipts. Service under this warranty must be obtained by contacting Electrolux at the addresses or phone numbers below.

This warranty only applies in the USA and Canada. In the USA, your appliance is warranted by Electrolux Major Appliances North America, a division of Electrolux Home Products, Inc. In Canada, your appliance is warranted by Electrolux Canada Corp. Electrolux authorizes no person to change or add to any obligations under this warranty. Obligations for service and parts under this warranty must be performed by Electrolux or an authorized service company. Product features or specifications as described or illustrated are subject to change without notice.

USA
1.800.944.9044
Electrolux Major Appliances
10200 David Taylor Drive
Charlotte, NC 28262

Electrolux

Canada
1.800.265.8352
Electrolux Canada Corp.
5855 Terry Fox Way
Mississauga, Ontario, Canada
L5V 3E4

SAMPLE

Section 3 Warranty

Commercial Application

Residential appliances should not be utilized beyond ordinary household frequency or capacity. Over-utilizing the appliance or use not in accordance with the Use and Care Manual may be considered abuse and will void any and all warranty coverage.

Residential appliances installed in a commercial setting ***used for residential application*** when the appliance is installed, used and maintained in accordance with the Installation Instructions and Use and Care Manual supplied with each appliance will carry the full Electrolux or Frigidaire warranty specified in the product's Use and Care Manual.

Examples of commercial installation where the standard warranty **DOES** apply:

- A refrigerator installed in an office or office break room to store employee food and/or beverage.
- A laundry center installed in a single-family apartment laundry room.

Examples of commercial installation where the standard warranty **DOES NOT** apply:

- A refrigerator installed in a lab to store pharmaceutical products or hazardous materials
- A laundry center installed in an apartment's communal laundry room.

Commercial installations covered by the conditions of the warranty include, but are not limited to:

- Apartments
- Churches
- Group homes
- Hospitals
- Hotels/Motels
- Schools
- RV's

Commercial installations **NOT** covered by the conditions of the warranty include, but are not limited to:

- Conditions exposing the appliance to oil, grease, flammable gases or dust
- Locations occupied by animals or livestock
- Installations not in accordance with the Installation Instructions
- Storage of hazardous materials

Accessories: Pedestals, Icemakers

Some add-on parts and accessories may carry their own limited warranty, which may differ from the standard warranty. The warranty will be in effect until the product's first year warranty expires regardless of when the part or accessory was installed.

The warranty for accessories is as follows:

1. If the consumer purchases a functional product accessory at the same time the product was purchased, the accessory has a one-year warranty for labor and material.
2. If a functional product accessory is added after the product is installed, the accessory will take on the unexpired portion of the Original Product Warranty. The above policy will govern unless the warranty for the accessory is specified differently in the Owner's Guide.
3. Non-functional accessories do not have an "in-home" warranty for labor. Parts may be covered. Please refer to the Owner's Guide included with the product.

Example: A refrigerator is purchased on January 1st. An add-on icemaker is installed October 1. The icemaker warranty expires with the refrigerator warranty on Dec. 31st.

Pedestal warranty **DOES NOT** include any labor. Please see **Page 3-5** for an example of the pedestal warranty.

NOTE

The above policy will govern unless the warranty for the accessory is specified differently in the Owner's Guide.

WARRANTY

Your pedestal is covered by a two year limited warranty. For two years from your original date of purchase, Electrolux will repair or replace any parts of this pedestal that prove to be defective in materials or workmanship when such appliance is installed, used, and maintained in accordance with the provided instructions.

Exclusions

This warranty does not cover the following:

- Service calls which do not involve malfunction or defects in materials or workmanship, or for appliances not in ordinary household use or used other than in accordance with the provided instructions.
- Any Labor or in-home service costs.
- Damages to the finish of appliance or home incurred during transportation or installation, including but not limited to floors, cabinets, walls, etc.
- Damages caused by: services performed by unauthorized service companies; use of parts other than genuine Electrolux parts or parts obtained from persons other than authorized service companies; or external causes such as abuse, misuse, inadequate power supply, accidents, fires, or acts of God.

If You Need Service

Keep your receipt, delivery slip, or some other appropriate payment record to establish the warranty period should service be required. Service under this warranty must be obtained by contacting Electrolux at the addresses or phone numbers listed in your Use and Care manual.

This warranty only applies in the USA, Puerto Rico and Canada. In the USA and Puerto Rico, your appliance is warranted by Electrolux Major Appliances North America, a division of Electrolux Home Products, Inc. In Canada, your appliance is warranted by Electrolux Canada Corp. Electrolux authorizes no person to change or add to any obligations under this warranty. Obligations for service and parts under this warranty must be performed by Electrolux or an authorized service company. Product features or specifications as described or illustrated are subject to change without notice.

PRODUCT RECORD

In the space below, record the date of purchase and model number of the product.

Model No.:

Date of Purchase:

Save these instructions and your sales receipt for future reference.

For toll-free telephone support in the U.S. and Canada:
1-877-4ELECTROLUX (1-877-435-3287).
For online support and product information visit
http://www.electroluxappliances.com.

Room Air Warranty

Room Air warranty is typically one-year parts and labor. However, room air conditioners purchased at Lowe's Home Improvement stores prior to 2013, may have a full five-year warranty on parts and labor. ServicePower does not differentiate between models, dealerships, or warranties for room air, so the claim may reject as "out of warranty". Refer to the Owner's Guide for actual warranty.

It is imperative to enter the dealership information in the ServicePower claim. If the claim rejects as "out of warranty", contact SAC and specify the unit was purchased at Lowe's.

Some Room A/C units will qualify for "auto-replacement." Electrolux has determined that it is more cost effective for the unit to be replaced by Electrolux than it would be to run an in-warranty service call in the consumer's home. Before scheduling a service call for Room A/C, consult the **Automatic Replacement or Repair List** to see if the unit in question qualifies for auto-replacement. If the model number appears on the **Automatic Replacement or Repair List**, the consumer can be directed to contact the Customer Engagement Center at **1-800-374-4432**. The most current **Automatic Replacement or Repair List** can be found on the service website EMAServiceTips (www.emaservicetips.com).

NOTE

Split-air systems less than a year old, if a refrigerant leak occurs in the indoor unit, the outdoor unit, or the line set, the repair would be covered under warranty.

All product warranties can be viewed at: http://b2b.frigidaire.com/support/manuals.asp. Type in the model number and select **Owner Guide**. The warranty is typically on the last page.

NOTE

Warranties may differ from model to model. Do not assume that all products carry the same warranty coverage. Service technicians **MUST** always verify the warranty with the Owner's Guide included with the product.

Dehumidifiers

Dehumidifiers have a *replacement warranty only*. Service calls are not to be run on these products. Contact the Home Comfort Department at homecomfort@electrolux.com or DDPS at **1-800-456-4669** if you receive a service request for one of these units.

Defective Parts In & Out of Warranty

The Defective Parts Warranty changed on January 1, 2006. After a service part is installed on an out-of-warranty product, the part will carry a 90-day parts warranty. If the part fails prior to 90 days, Electrolux will provide a replacement part at no charge.

Damage/Cosmetic Repairs 60 Day Policy

Within the first 60 days that the product is in the home, cosmetic or damage repairs will be covered in order to keep the product in the consumer's home.

Not Covered: Door Adjustments, Water Filters, Air Filters, Door Bins, Drawers, Dispenser cups, etc.

The 60-Day Policy in the consumer's home is for new product only and does not include product sold Out-of-Box (display models, product sold as blemish or scratch-and-dent, or previously sold product). Dealer stock is not covered for damage or cosmetic repairs.

Proof of Purchase

It is the consumer's responsibility to supply the Service Provider with proof of the date of purchase. It is the Service Provider's responsibility to supply Electrolux and/or the Servicer Assistance Center with such proof as requested for consumer warranty verification. The technician, at his/her discretion, may accept the date given by the consumer. However, the technician is expected to protect their company from the possibility of an invalid warranty claim by asking for the bill of sale. It is always in the best interest of the Service Provider to insist that the consumer produce a bill of sale (or other proof of purchase) in every instance. When a service invoice for a first-year warranty claim is received at Servicer Assistance Center indicating that the date of purchase is more than 24 months from the manufacture date (proof of purchase will be *required*), it may be reviewed by that department to determine authenticity of the purchase date. Proof of purchase documentation may be requested from the Service Provider at any time. Servicer Providers may scan and e-mail the POP to: servicer.assistance@electrolux.com. The corresponding ServicePower claim number should be clearly indicated on the attachment.

Documentation Required:

- Copy of dealer invoice, shipping invoice, or bill of sale. (Photos are acceptable).
- Copy of the closing document of home sale (Installed by builder, not sold by a previous home owner).
- Copy of the first lease document.

*If an appliance is installed by the builder of an apartment complex or is a Rent-to-Own appliance, the warranty starts on the date of first occupancy/lease and does not restart when re-leased.

Rent-To-Own Warranty (RTO)

Some Aaron's RTO models may have a 2nd year parts and labor warranty. This list can be obtained from Aaron's RTO.

Verification of Warranty Coverage

It is the responsibility of the service technician to verify that a product qualifies for warranty coverage before starting repairs. If necessary, the consumer is obligated to provide the original bill of sale to establish the exact day the warranty commenced. The technician, at his/her discretion, may accept the date given by the consumer; however, the technician is expected to protect him/herself from the possibility of an invalid warranty claim by asking for the bill of sale. It is always in the best interest of the Service Provider to insist the consumer be required to produce a bill of sale (or other proof of purchase) in every instance. Proof of purchase may be requested from the Service Provider, after the claim is filed, for warranty verification. Proof of purchase may be faxed to the Servicer Assistance Center (**866-646-6810** - Option 3), and must include the corresponding ServicePower claim number.

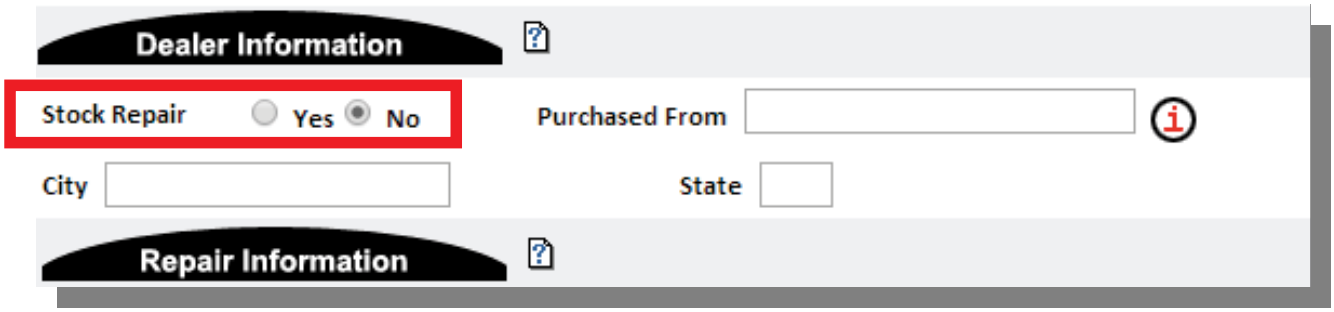
All EMA brands are protected by a clearly written warranty printed in the Owner's Guide that accompanies each product. The warranty begins on the day the product is purchased by the first consumer/owner, and covers only malfunctions resulting from defects in material or workmanship.

Miscellaneous Supplies

Charges for paint, oil, glue, regular tape, and other miscellaneous supplies should not be included in your warranty claims. These items are used on many service calls as part of your service technician's regular equipment. The cost of these items is included in the rate negotiated for your service center agreement and will not be paid through regular warranty channels. Should you attempt to charge for these items on a warranty claim, your claim will be rejected for having "invalid part numbers". By ensuring these items are included in your truck stock, you will achieve a higher completed call average.

Dealer Stock Repairs

Stock repairs are defined as an unsold product residing in a dealership inventory. Select **YES** for the "Stock Repair" (See example below). Failure to select **YES** will start the warranty coverage immediately even though the product has not been sold to a consumer and will require a purchase date.



Products in dealer or distributor warehouse, or on a dealer's floor may be repaired under the terms and conditions of the written Product Warranty. Such repairs will not affect the time period of the warranty when the product is sold to a consumer. If a product on a sales floor or in stock requires a service call within 18 months from the week of production, (as indicated by the date code in the product serial number) the product may be repaired under warranty. A warranty claim should be filed in ServicePower as a stock repair. After 18 months from the DOM, the dealer will assume financial responsibility for all dealer stock and show room floor model repairs. Damage and cosmetic related issues, and inspections for resale are not covered by dealer stock warranty. Once again, when submitting a claim for stock, select **YES** for stock. Only one store stock repair is allowed per appliance.

Dehumidifiers, **Compact Refrigerators**, **Freezers**, **Room Air Conditioners** and **Countertop Microwaves** are not considered cost effective to diagnose or repair, it is advisable to call the DDPS Department **800-456-4669** prior to scheduling service for any of these products.

Builder Stock Repairs

In order to help a builder close out a project, some damage or cosmetic repairs may be required. When this occurs, the Service Provider must contact the Builder Sales Department at **1-800-458-1445** to get an authorization for this repair.

Concessions

Concessions are an extension of a manufacturers "good will". A Warranty Concession is defined as a favor granted by the OEM to the consumer. A typical concession can cover parts and/or labor on a product that is out of warranty. Concessions expire 60 days after the origination date.

Out of warranty concessions can be authorized by the Customer Engagement Center at **1-800-374-4432**. Concessions may also be issued to a Service Provider during the first year of the warranty period to authorize additional labor, or to pay for a second claim inside the 60 day labor period guarantee as defined by the standard warranty contract.

Concessions come in different formats, depending on which source issued it. The main sources are the Customer Engagement Center, SAC, or the RSQM. Typically, concessions will begin with letters designating what is being granted:

L = Labor **P** = Parts **F** = Freight **T** = Travel **PL** = Parts and Labor

When a concession is granted that includes labor, the concession will cover 100% of the labor cost to the consumer. The Service Provider does not charge the consumer any additional labor charges or diagnosis fees. The consumer should contact the Customer Engagement Center for out-of-warranty concession requests. The Service Provider should contact SAC for any other concession requests. In some cases, the RSQM may be called upon to issue the concession.

Concession authorization numbers can be validated in ServicePower Entitlements as shown in **Appendix A**.

Explanation of Travel

In certain cases, service companies may be eligible for travel assistance. For Service Providers who have been identified as travel eligible, the payment for such expense will be paid as follows:

> Travel: $.50 a mile for miles traveled outside of your 20-mile radius of your Service Location. (40 MILES ROUND TRIP). Example: 60 miles -40 miles (20 out and 20 back) = 20 miles x $.50 = $10.00. This is only for the first appliance at the location. All mileage over $50.00, or variances from example above, will require pre-authorization from Electrolux. All mileage is subject to review and audit. Electrolux auditors will use a third party mapping program to verify the travel amount requested. Electrolux retains the right to make adjustments to all travel payments.

For customer addresses using a P.O. Box, insert physical address in the 2nd address line in ServicePower. Using the example above, calculate your mileage in the comment section and put the dollar ($) amount in the travel field.

Travel, freight, and additional labor concessions can be granted with authorization from the Servicer Assistance Center (SAC) or your RSQM. To inquire about a concession, please call **1-866-646-6810** (option 3) or e-mail at servicer.assistance@electrolux.com.

Freight

The Servicer Assistance Center (SAC) will only reimburse freight charges for large, oversized parts on request. The Service Provider must call SAC with the exact dollar amount of the freight in order to obtain a concession (authorization may be granted prior to or after the repair). The Service Provider may be asked to send a copy of the invoice for verification of the requested freight amount. Service Providers should file the claim for freight along with the repair unless multiple concessions were issued. Anytime a concession is filed on a claim, the "Warranty Type" drop down should be set to "Concession" and the authorization number listed in the box marked "Authorization". All other freight charges are deemed to be covered under the negotiated "A" rate for each Service Provider.

Policy Adjustments

Policy adjustments are a way for a manufacturer to identify and segregate a particular product quality issue. It allows the OEM to know the quantity and cost of managing that issue. It is also important for reporting to company auditors and, in some cases, the government Consumer Product Safety Commission. http://www.cpsc.gov/.

Policy adjustments can cover two distinct, yet unrelated issues:

1. Government recall – A manufacturer is mandated by the CPSC to repair, replace, refund or rebate a product due to personal injury or property damage possibilities.
2. Manufacturer product quality identification – A manufacturer, under its own decision, decides to manage a product quality issue. There is NO government mandate.

All policy adjustments are accompanied by a Service Flash. However, not all Service Flashes reference a policy adjustment. Service flashes can be found on the service website at www.emaservicetips.com. Policy adjustments do have an expiration date, as noted on the associated Service Flash. Also, policy adjustments are model & serial number specific. It is the service company's responsibility to ensure any claim filed under a service policy applies to the product specifically notated in the associated Service Flash.

See Appendix B for examples of Policy and Concession type service claims.

Files or Case Numbers

Case, File, or Incident numbers are an indication that a consumer or Service Provider has had an interaction with our Customer Engagement Center. These numbers **ARE NOT** concessions or authorizations to perform a repair, and are not to be used as such on the ServicePower warranty claim.

If a consumer gives a Service Provider a Case, File or Incident number and states that they are to perform a repair using that number as a concession, Service Providers should call the Customer Engagement Center (CEC) and reference the number given by the consumer to determine what was discussed and decided by the CEC agent and consumer. Only a "concession" number will be accepted as an authorization for payment.

Product Registration by Consumer, Dealer, Builder or Property Manager

To ensure that products have the proper DOP/DOI, it is encouraged that the consumer, dealer, builder or property manager register their products by calling Customer Engagement Center at **1-800-374-4432** or online registration at: http://www.frigidaire.com/productregistration.

In some instances, it may be advisable to register the product before it is repaired, as in the case of a product with a serial number of more than 18 months from DOP/DOI. Also, under certain promotions, product registration may increase the parts warranty periods. See the product's Use and Care Guide for specific details.

Customer Instruction

Customer instruction calls are covered for one call per the warranty period from DOP. As the term "instruction" implies, it is the action of explaining to the consumer how to operate their product if a consumer does not understand the operation of the product after they have reviewed the Owner's Guide.

The Service Provider must list "Customer Instruction" on the claim and give a detailed explanation of the instruction given to the consumer on the ServicePower claim in the "Explanation of Service Performed" fields. If Electrolux cannot fully understand the explanation of the service performed, the claim may be rejected.

Installation Issues

Installation corrections are not covered by the manufacturer's warranty and are **NOT** considered "Customer Instruction." Installation correction/repair procedures are to be paid by the consumer. The ASP should inform the consumer immediately upon diagnosing installation issues.

Examples:

Reversal of washing machine hoses, restricted dryer vents, restricted water supply to refrigerator or dishwasher, clogged/ restricted drain hoses or pumps on any product, cleaning of dirty condensers, and door adjustments.

Elimination of Unnecessary Service

A significant number of warranty calls are requested to supply parts that can be installed by the consumer. When receiving a request for service from a dealer or consumer to replace one of the items listed below, do not run a service call. The dealer can contact their District Sales Manager and have the parts ordered, or the consumer can call the Customer Engagement Center at **1-800-374-4432** to obtain replacement parts. Please use the parts handling procedure that follows.

Installation of the following parts (in addition to any non-electrical parts that do not require tools to install) should not be submitted as warranty service calls (this is not an all inclusive list):

- **Ranges**:
  - Drip bowls, surface element rings, knobs, broiler pans, broiler pan grills, oven racks, cookbooks, and nameplates.
- **Refrigerators**:
  - Shelves, handles, crisper covers, toe grill, control knobs, nameplates, crisper pans, meat keeper pans, ice cube trays/buckets, egg/butter trays, water filters.
- **Washers and Dryers**:
  - Control knobs, nameplates, lint filters, vent hoses.
- **Dishwashers**:
  - Timer knobs, lower racks, upper racks, cutlery baskets, nameplates, and tap adapters.
- **Freezers**:
  - Shelves (non-refrigerated), baskets, handles, control knobs, toe plates, nameplates, or dividers/trivets.
- **Microwaves**:
  - Racks, trays, temperature probes, or cookbooks.

A significant number of warranty calls are filed on items that are not covered by warranty. These items include but are not limited to:

- Oven liners damaged by aluminum foil
- LP kits
- Add-on Ice Maker kits

Garage Kits will be covered under warranty, if needed, as long as the appliance is still within the original first year warranty period.

No claims should be filed on these items or excluded items as defined by the product warranty from the warranty information guidelines that come with the appliance. The consumer is responsible for these items to include any cleaning of the appliance. For more detail, see the warranty information in the Owner's Manual.

Product Accessibility

In order to prevent damage to the consumer's product or property, it is the consumer's responsibility to make product reasonably accessible to the Service Provider for repair procedures. The consumer is responsible to pay the Service Provider any fees related to removal or reinstallation of products outside of reasonable accessibility. Dishwasher and OTR microwave removal or reinstallation (within normal installation applications) are considered a reasonably accessible product and are not classified as exclusions. Exclusions to reasonable accessibility may be (but not limited to); custom counter, floor, or cabinet construction. Concessions for jobs requiring two men, such as stacked laundry or laundry center removal from closets, should be obtained from the Servicer Assistance Center.

Parts Shipped No Charge

In some instances, Electrolux may ship parts to a consumer at no charge. Functional parts may be installed under warranty if the standard warranty period has not expired. Cosmetic parts sent to a consumer will not be installed under warranty.

When filing the claim, the order number for the parts must be indicated on the claim in the comment field. The order number can be found on the shipping label of the box in which the part arrived. The part number must be listed on the claim, accompanied by the quantity and price ($0.00). The invoice number should be entered as **ESTOCK** (all capital letters) and the distributor number should be listed as 94002. **See Appendix C**.

Parts Non-stock Process

If your primary PD does not have a part in stock, there may be other options to obtaining the part. Electrolux has dedicated Platinum Star Parts Distributors (PSPD) that have committed to stocking the top 6,000 EMA part numbers.

The PSPD's have visibility to EMA's part inventory on the PD's website if their stock is depleted at the local facility. If that feature/option is available at the service company's local PD, the service company may select the part from EMA's facility. The part will ship to the shipping address the Service Provider designates 2nd day delivery and freight free to the PD. (EMA chooses not to interfere in the relationship each Service Provider has with their PD with regards to freight charges from the PD to the final destination of the part.)

Service Providers are encouraged to continue a working relationship with their current EMA authorized parts distributor. However, Platinum Star Parts Distributors (indicated by *) will have an expanded level of inventory.

Parts Distributor	Parts Distributor
1st Source Servall*	Dey Appliance Parts*
A-1 Appliance Parts*	Fox Appliance of Atlanta
All Brand Parts of PA	Fox Appliance of Augusta
Appliance Parts of Arizona*	Fox Appliance of Columbus
Appliance Parts Co of Alexandria	Fox Appliance of Macon
Appliance Parts Depot*	G&E Parts Center
Automatic Appliance Parts	Ideal Appliance Parts
Bell Parts Supply	Marcone Appliance Parts*
Brown Appliance Parts Co	Mid-South Appliance Parts
CE Sundberg Co*	Reliable Appliance*
Cashwell Appliance Parts*	Trible's Inc.*
Coast Appliance Parts Co	V&V Appliance Parts Inc
D&L Parts Company, Inc.	WL May Co Inc*
Dayton Appliance Parts Co	Washer Specialties

Master Coverage Area

Every service company is responsible for submitting a zip code list for their geographical service coverage area. This zip code list must be entered into ServicePower. The Frigidaire and Electrolux Service Provider Locators will utilize the list in ServicePower when providing a list of Authorized Service Providers for a given zip code to consumers in need of service for in warranty and out of warranty products. The locator is not based on proximity of a Service Provider to a service call. The service company is also responsible for ensuring the zip codes listed in ServicePower accurately reflect the geographic area in which that company will perform warranty service at all times. If a change is to be made, the service company will be expected to make the corrections in ServicePower and notify their RSQM of the changes. If a zip code has been listed on a Service Provider's coverage area and appears on the locator, the service company will be expected to run service calls in the entire zip code. Occasionally, a service company may choose to partially cover zip codes in their coverage area. These zip codes should **NOT** be listed in ServicePower.

Base Rates and Concessions

It is important to Electrolux that our Service Providers receive fair compensation for the service they provide consumers. With rising cost of conducting business today, it is important to be aware of the industry-wide problem of the cost of service exceeding the cost of the product. The industry is quickly approaching the threshold that presents compelling case for replacement vs. repair. Electrolux is committed to ensuring the long term success of the independent Service Provider. Controlling the cost of service, while reaching terms that allow the Service Provider to be successful is the delicate balance Electrolux endeavors to achieve.

In order to administer our service rates in the most fair and equitable manner, we use standardized calculations to determine

special rates (Sealed System, Extended Service Agreement, FLW Bearings, etc). The base labor rate is used as a basis for these calculations and is the only rate to be negotiated. Our policy determines that Service Providers be allowed to request one increase every 12 months. The amount of increase will be expected to be 3% per year. However, rates can be affected by Service Provider's performance, and market conditions; the Regional Service Quality Manager will determine how much each Service Provider's rate will be.

Rate Schedule

Rate A: Standard or normal repairs.

Rate B: 1.2 times Rate A : Extended Service Agreements (ESA) and top load washer transmission replacement.

Rate C: 2.3 times Rate A : Sealed system, front load washer rear tub with bearing, and dishwasher tubs.

NOTE

Some service kits may be designated as paying Rate B or Rate C. Please review the "Claim Filing" section of the corresponding Service Flash for pay rate specifications.

Vacation or Leave of Absence

If an authorized service company (ASP) is going to be closed for any extended period of time (more than 3 days), the ASP must notify the RSQM in writing. The RSQM will make a change in ServicePower to reflect that the ASP is inactive, thus removing the company from the ServicePower locator. This will alleviate unnecessary complaints from consumers and our Service Locator team who are searching for service from an authorized service company. The RSQM will change the ServicePower account to ACTIVE once the ASP is open for business.

Product Safety Features

Modifying or eliminating safety features incorporated into the original design of the product is prohibited.
Some examples of these safety features are:

1. The ground lug on the service cord and all grounding connections within an appliance.
2. Washer motor splashguard skirt.
3. Laundry center lid lock wire shielding.
4. Washer lid lock assembly.
5. Wire junction cover, rear of refrigerators.
6. Defrost timer covers.
7. Range or dryer terminal block cover.

Underwriters Laboratories (UL) approves the safety of all Electrolux appliances. Any modification to safety components and/or design not authorized by Electrolux greatly increases the liability of the technician making these modifications, as well as the company with which he is employed. We suggest that you cover this subject as thoroughly as possible with all your technicians and exercise reasonable precautions to ensure that your service technicians are not leaving appliances in a hazardous condition. Always reassemble the product to its original design specifications and be certain that any modifications made are in accordance with Electrolux's published service instructions. Any questions you may have in this regard should be directed to your RSQM or the Technical Information Department.

Extended Service Agreements (ESA)

Extended Service Agreements serve as an extension to the standard warranty period. If a consumer has an Extended Service Agreement through Electrolux, the consumer should contact the ESA office at **1-866-386-5286** prior to scheduling a service call. For more information, please reference News Flash NF1104.

ESA Pre-Authorization

When a consumer requests service on an appliance and indicates that an Electrolux Service Agreement is in effect, a pre-authorization is required prior to any work being conducted. Verification of the pre-authorization approval should be done before any diagnosis or repair is performed on a product. For those consumers who do not have a pre-authorization, the Service Provider should advise the consumer that authorization is required and must be obtained by calling **1-866-386-5286**. An ESA agent will validate the consumer's contract and verify whether the consumer's product should be replaced or repaired. Pre-Authorization format will be as follows:

ESAF######## or ESAD########.

Submission of Pre-Authorized Claim

Model, serial, date of purchase, and contract number **MUST** be identical to those written on the ESA contract, otherwise the ESA claim will be rejected. When submitting claims in ServicePower, the Service Provider will select "Concession" from drop down menu under "Warranty Type." The Pre-Authorization number should be entered in the "Authorization Number" field.

Pre-authorization numbers are valid for 60 days, and for only one claim. After 60 days, a new authorization number must be obtained for the claim to be approved.

Verifying Service Contracts

Verification of contract specifics can be achieved by calling the ESA department at **1-866-386-5286** or sending an e-mail to esa.admin@electrolux.com.

Types of Service Contracts

Electrolux sells either a Full Coverage or a Deductible type service contract. A deductible contract requires a $20 payment by the consumer at the time of service. This will be deducted from the payment to the Service Provider. Deductible contracts are noted on the consumer's contract. The authorization number obtained from the ESA department will indicate what type of contract the consumer has.

Example:

"ESAD56264" is a deductible authorization number which requires a $20.00 co-pay.
"ESAF56264" is a full coverage authorization number that requires no co-pay.

Section 6 Technical Information Department

Technical Information Department

TID Agents are available to assist the technician in making a diagnosis on a failed product as accurately as possible. However, since they are not in the physical presence of the product being serviced, they can only offer suggestions based on the information available to them and what the service technician communicates to them. **Ultimately, the on-site Technician is responsible for making the correct diagnosis.**

It is important to have performed the following before the technician calls TID:

- Research the product for Service Flashes.
- Review the Service Manual.
- Be on-site with the product.
- Have the product partially disassembled as necessary for the assistance.
- Have the appropriate tools and test meters available with them (not in the truck).

Additionally, document the day, date, time and TID Agent's name. This information should be entered on the ServicePower claim in the "**Explanation of Service Performed**" field. Anytime a technician has to go on a product for a 2nd time, they should call TID and ask their advice. The technician should make sure to enter on the ServicePower claim, in the "**Explanation of Service Performed**" field, what action the agent recommended.

NOTE

TID is the only department that can deem a product technically non-repairable or authorize a service exchange based on policy guidelines. If a service technician feels a product cannot be repaired, they **MUST** call TID *from the home of the consumer*.

Exchange Review Requirements

Under certain circumstances, EMA will "review" the option of exchanging a product. TID is the only department that can deem or authorize a product technically non-repairable. Therefore, these requirements must be met:

- The product must be less than one year old by DOP/DOI.
- There must be a minimum of three claims of a functional nature in ServicePower.
- Claims two and three must have TID documentation as stated in TID advice section.
- District Sales Managers and RSQMs **DO NOT** have the authority or ability to exchange products. They can only relay to the product specialist (DDPS) the evidence you provide in ServicePower and TID calls.

Some products qualify for automatic replacement. The most current RAC Repair/Replace list can be found at www.emaservicetips.com. Compact refrigerators, table top appliances, and dehumidifiers do not carry an IN-HOME warranty. No service calls should be run on these items. Any questions should be directed to SAC prior to scheduling the service call.

List of EMA Technical Websites:

- To view various manuals and obtain part numbers:
  http://b2b.frigidaire.com/support/manuals.asp
  Type in model number and then click on selected manual. This is also useful to validate model numbers for rejected claims.

- Technical Website
  http://www.emaservicetips.com/
  Use this site for the following:
  Service manuals, service flashes, service videos, Service Provider Information Guide, Auto Replacement list, Room Air Repair/Replace list, Service Kits booklet, Error Code booklet, past training manuals, etc.

- Product registration
  http://www.frigidaire.com/productregistration

Claim Filing

DO NOT FILE TWO SEPARATE CLAIMS. When service is performed during the Limited Warranty Period and the Limited Warranty covers none of the labor, service technicians are entitled to their Service Contract Rate according to the service performed. If service is performed during the Limited Warranty Period, and a portion of the labor is covered by the Limited Warranty and a portion is paid by the product owner, enter the full amount of your Service Contract Rate or applicable First Year Exception Rate as your completed call labor. In both of the examples above, the Service Contract Number must be listed in the appropriate field (block) on the service claim.

The following outlines the EMA standards for claim filing:

- Once a call is completed, Service Providers have 60 days to file an electronic claim on ServicePower.
- Repeat service for duplicate failures (exceptions based only on Service Bulletin Alerts) or misdiagnosed service calls within 60 days are subject to review and possible rejection as EMA Service Providers guarantee their work for 60 days.
- Careful attention to detail will eliminate claim rejections! The most common reasons for claim rejections are as follows: Invalid model and/or serial number, missing or invalid parts distributor number, incorrect parts claim number, incorrect service or call date, incomplete consumer information (ph #, address, etc.) and incorrect warranty type.
- If a claim rejects, **DO NOT** create another claim. This will create multiple rejections for that claim and product. E-mail SAC (servicer.assistance@electrolux.com) and request SAC to review and make the appropriate corrections.
- Service Providers are required to maintain an open account with an authorized parts distributor. All warranty parts requiring replacement for Frigidaire brand appliances must be ordered directly from an authorized parts distributor. More than one parts distributor can be listed on a claim.
- Labor to replace defective parts will not be approved for payment unless the part order is verified by an authorized Electrolux/Frigidaire part distributor through ServicePower, or a verifiable "no charge" part order/invoice number is provided.

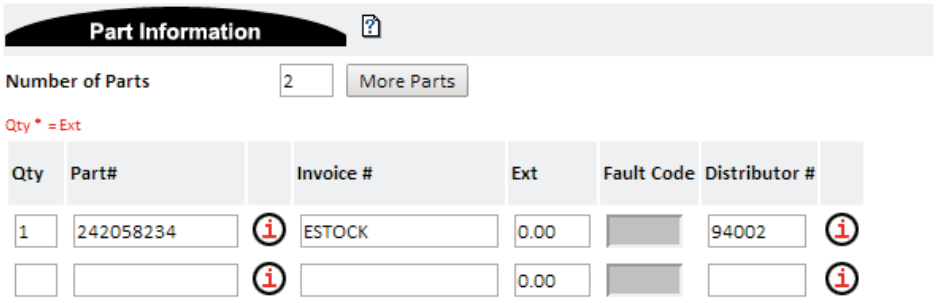
Section 7 Claim Processing

Utilizing the Strategic Electrolux Brand Parts Distributors

- Service Providers are expected to conduct service calls on all Electrolux brand products within 48 hours of receiving the call, without exception.
- Where practical, service calls requiring parts should be repaired utilizing vehicle stock during the first visit to the consumer's home.
- If parts are not available on service vehicle, submit order to selected Parts Distributor for 1-2 day delivery to your location.
- If the Parts Distributor does not have the part in stock, the Service Provider must identify the part as an Electrolux brand with the distributor and request that the distributor order the part through Electrolux. The distributor will have the part drop shipped to the consumer via expedited shipping.
- If the part is not available for ordering, the Service Provider must contact the Consumer Engagement Center at **1-800-374-4432**. The Electrolux agent will find alternate sources for the part or make the determination as to the disposition of that product.

Filing the Warranty Claim

- All claims will be submitted via ServicePower. When filing a warranty claim, all claims must contain a full and complete explanation of the necessary repair on the warranty claim. "Replaced Parts" for example is not an acceptable explanation. Electrolux may refuse to pay a service claim if adequate information is not provided regarding the diagnosis and nature of the repair.
- Listing all parts used on every warranty claim, whether they received the part from the Platinum Star Parts Distributor or not, will be mandatory. All claims where a part was used and not listed will be rejected. Service Providers will be allowed to resubmit claims with all parts listed.
  - When a distributor purchased part is used, use established parts purchased verification process.
  - When a no charge part is ordered via Electrolux Call Center, the Service Provider must list each part on the claim utilizing Platinum Star Parts Distributor #**002**. For all EMA shipped parts, **ESTOCK** will be the required invoice number. See Figure Below



- Once submitted, the claim will be checked for validity and approved when all appropriate criteria are met. Once validated, the claim will require parts purchase verification via the distributor listed on the claim. This process is the same as all other EMA brands.
- Service Providers will not be paid for a return call if more parts are needed and should make every attempt to complete every call in one trip.

Claim Payment and Labor Exceptions

In order to deliver the highest standards in quality, innovation, and design to our consumers, claims will be audited based on the criteria below. EMA holds the right to review any claims submitted as part of providing consumer satisfaction in regard to validating information. Providers will be contacted in cases of claim submittal abuse, and ultimately held liable for fraudulent claims.

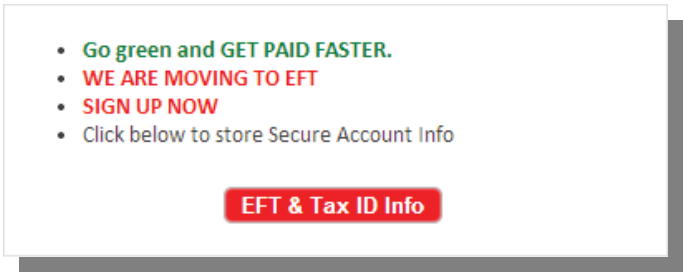
- All EMA Service Providers are to repair EMA appliances under warranty as stated in the Major, Commercial, or Compact warranties as seen on pages 5-3, 5-4 and 5-5.
- If two or more products are serviced at the same location and same call, we require that the labor for the second unit be claimed at 60% of the base rate.

- Shop repairs, if delivered by the consumer, may only claim 60% of the base rate.
- Stock repairs for selling service dealers will be claimed at 60% of the base rate.
- The cost of shipping parts from a distributor to the Service Provider will be the responsibility of the Service Provider and/or the distributor. (Unless the part is considered by the offering SAC agent as "oversized".) Some parts distributors provide shipping free of charge to their customers. Electrolux chooses not to interfere with the relationship between distributors and Service Providers on this issue.
- Service performed on a product covered by an Extended Service Agreement will be credited as stated in the provisionary document with valid Extended Service Agreement authorization numbers. See the Schedule of Service Rates for details. Please note that Extended Service Agreements may contain a deductible and payments to the Provider which will be made by the consumer. It is the Provider's responsibility to verify whether the consumer requires a deductible payment prior to servicing the appliance.
- Claims that do not provide sufficient information regarding service performed and consumer text will be subject to review and possible rejection.

Claim Payment Options

Providers that do not use direct deposit may be subject to administrative fees. We strongly urge the use of direct deposit as a fast and efficient way to receive payments.

To sign up for direct deposit, follow the EFT & Tax ID info section of your ServicePower profile or call ServicePower at **800-377-3678**.



Part Purchase and Reimbursement Procedure

1. Submit claims with the invoice number of the authorized parts distributor.
2. Upon claim validation, the part and invoice number will be verified by the distributor. This process cannot be forced, and ensuring the correct invoice number is submitted speeds the process.
3. EMA refunds the distributor the amount the distributor paid EMA for the part.
4. Distributors determine the set reimbursement price for the purchased part. It is the Provider's responsibility to "shop" for the best part prices available from their local authorized distributors.

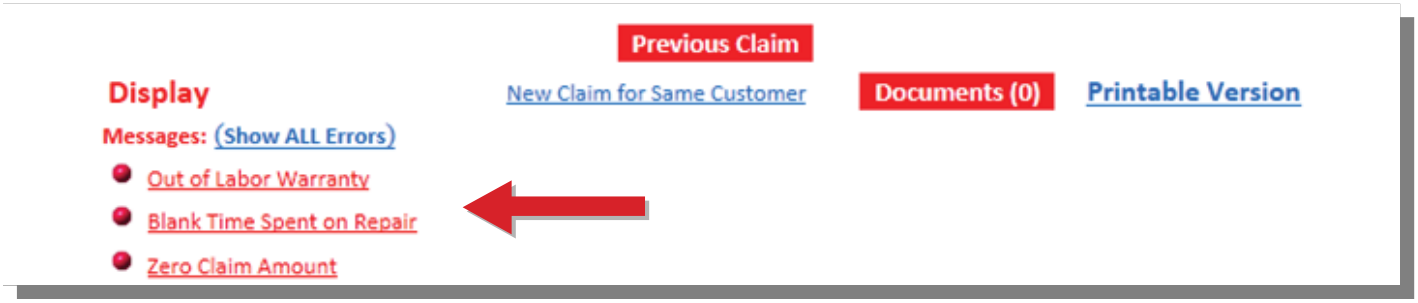
Providers are responsible for making payments to EMA parts accounts, if parts are purchased directly from EMA.

Taxes

To avoid being charged sales tax on parts purchased from EMA, please complete a Sales and Use Tax Exemption form provided by EMA in your Service Provider set up package. Parts purchased and used in warranty repairs are not reimbursed for sales tax as no tax liability is issued on parts used for warranty repairs. Provide the parts distributor with a sales tax exemption form to avoid sales tax on warranty repairs.

Rejected Claims

If a claim is rejected, **DO NOT** create another claim. This will result in multiple rejections for that claim and product. Before you e-mail or contact the Servicer Assistance Center, open the claim in ServicePower and review the rejected status and reason. Make any corrections necessary and save the claim. Use the comment field at the bottom of the claim to explain any corrections or changes so the coding agent clearly understands the situation.

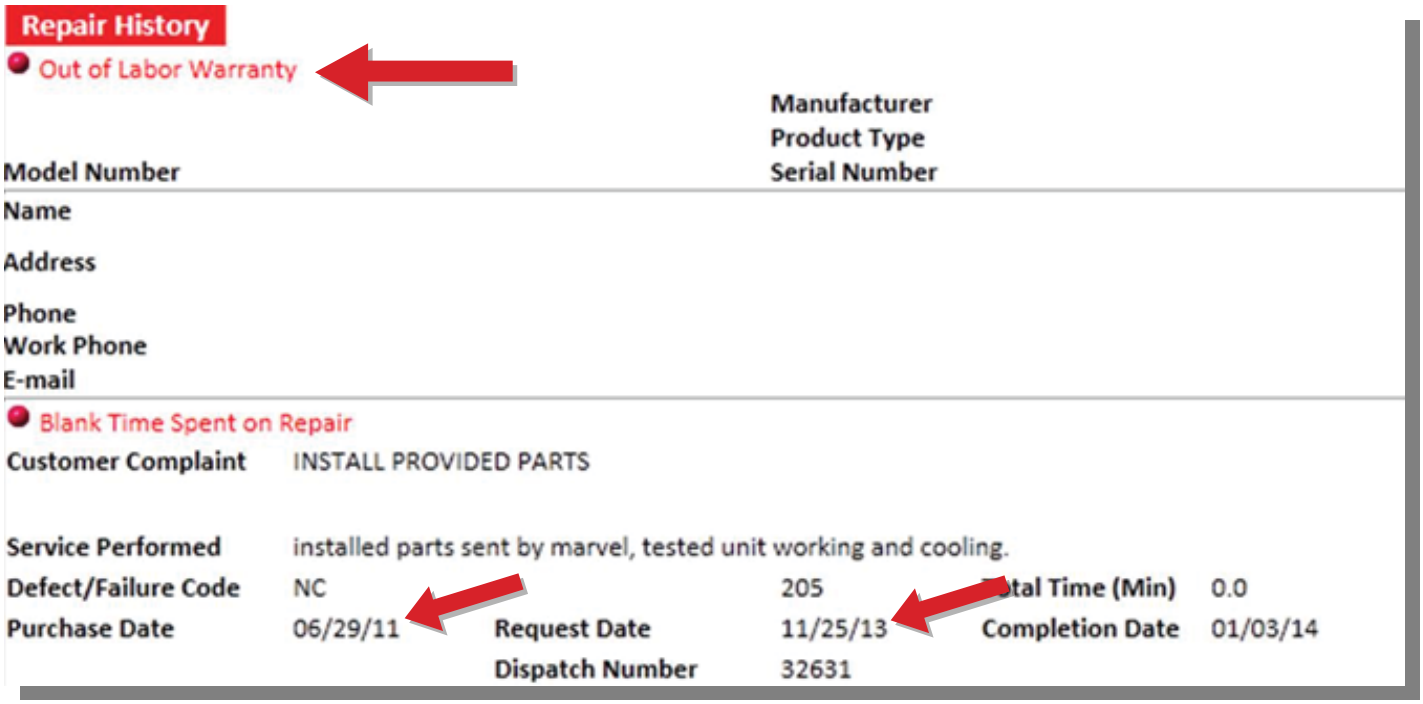


E-mail SAC (servicer.assistance@electrolux.com) and request SAC to review and make the appropriate corrections if necessary.

Reasons for Claim Rejections

Out of Warranty Rejects
Reason for Rejection:

A service request was accepted and completed after the product manufacture warranty period. Any service calls completed after the warranty period will be rejected for this reason. In the example following, the one year warranty period ended on June 28, 2012. The "Request Date" is several months after the warranty period ended, therefore the system rejects the claim.

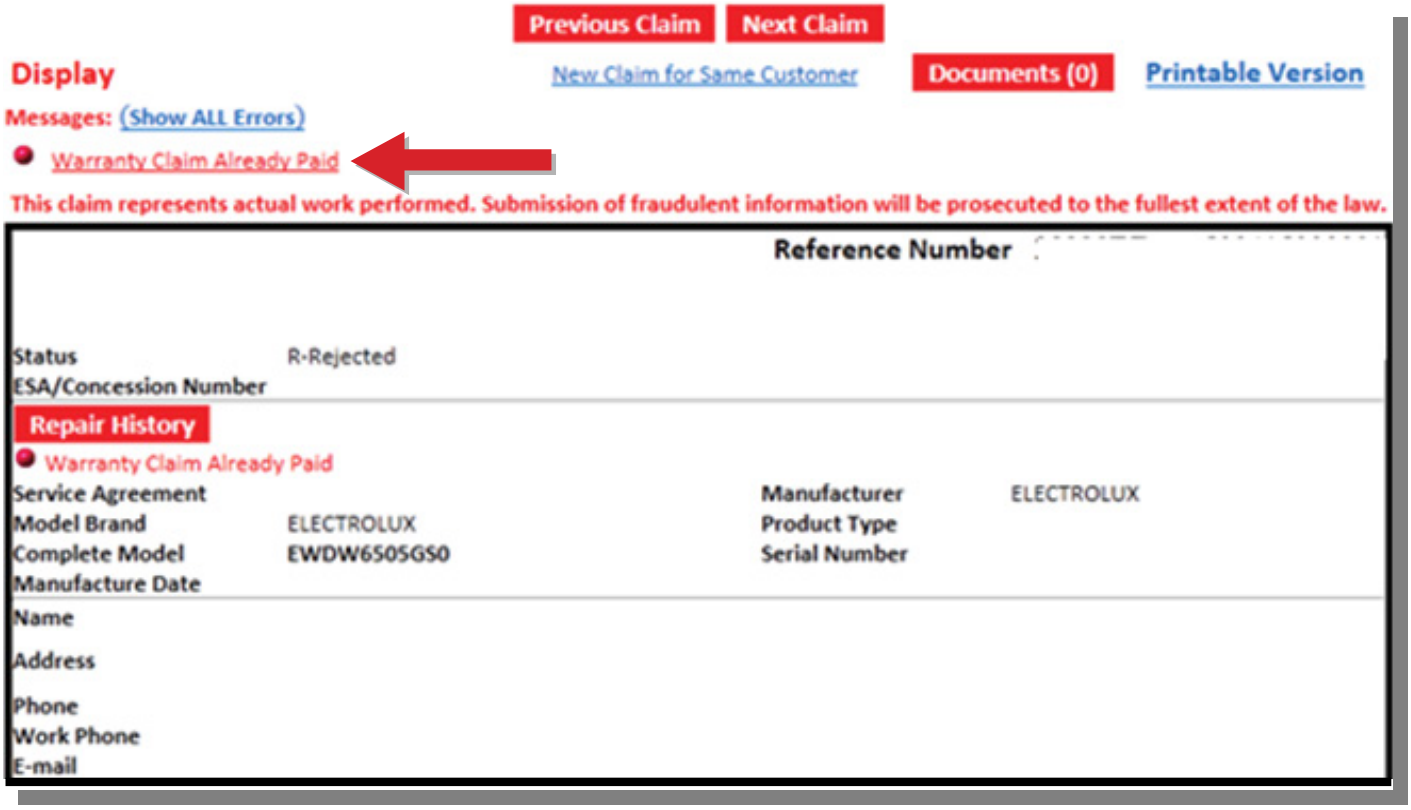


Resolution:

If a consumer has any questions regarding the warranty coverage for their product, direct them to review their Owner's Guide to access the product warranty information. For consumers that no longer have an Owner's Guide in their possession, one can be obtained at www.frigidaire.com. Consumers who still have questions regarding the warranty coverage on their product after reviewing their Owner's Guide should be directed to contact our Consumer Engagement Center at **1-800-374-4432**.

If the purchase date is incorrect, contact our Servicer Assistance Center at **1-866-646-6810** (option 3) or e-mail them at servicer.assistance@electrolux.com for help.

Duplicate Claim
Reason for Rejection:
Product with the same serial number was already submitted for payment. Review the reject text to determine what caused the claim to be rejected.



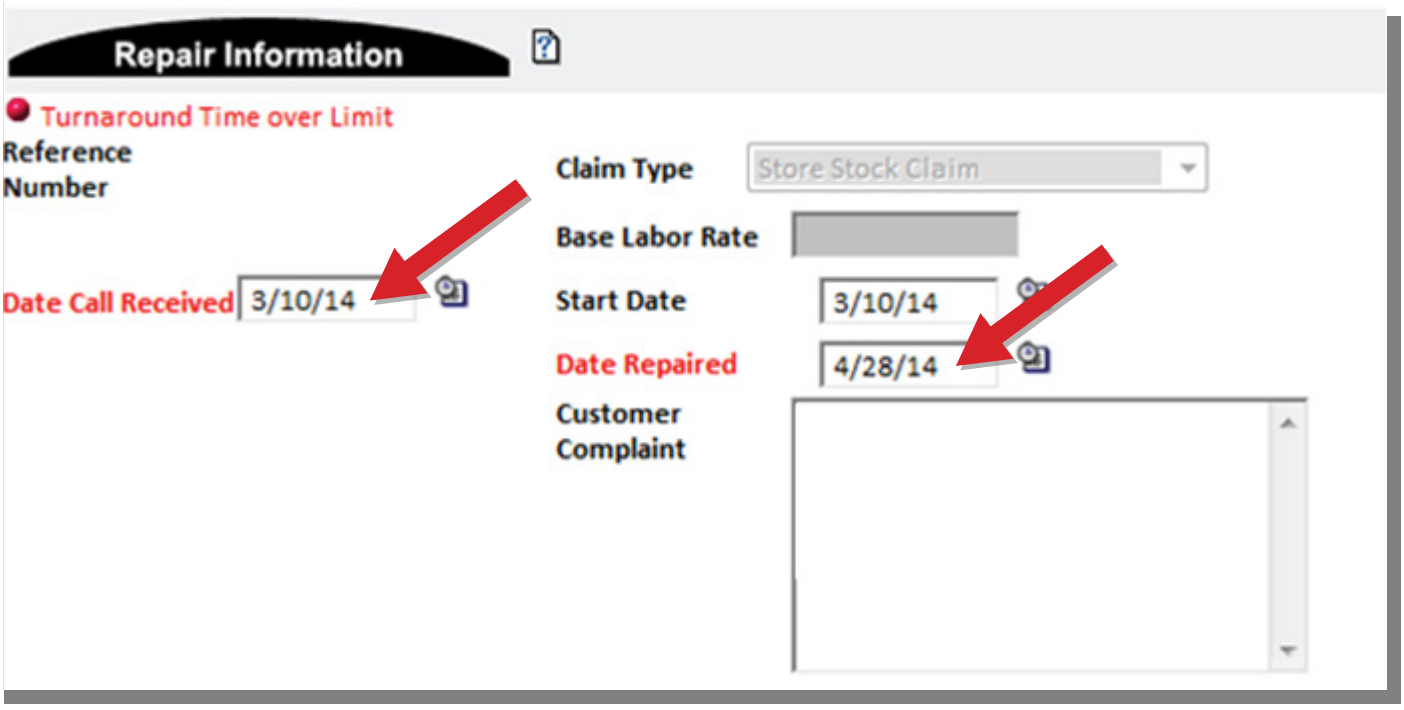
Resolution:
Validate if the duplicate claim rejection is correct. If not, contact the Servicer Assistance Center at **1-866-646-6810** (option 3) or e-mail them at servicer.assistance@electrolux.com for help.

Date Repaired Must Be Less Than 45 Days From Date Call Received

Reason for Rejection:

Claim was submitted over 45 days from the date the call was received. Claims **MUST** be submitted for payment prior to the 45th day in order to be processed for payment.

Example: On the claim below, the "Date Repaired" is 49 days from the "Date Call Received."



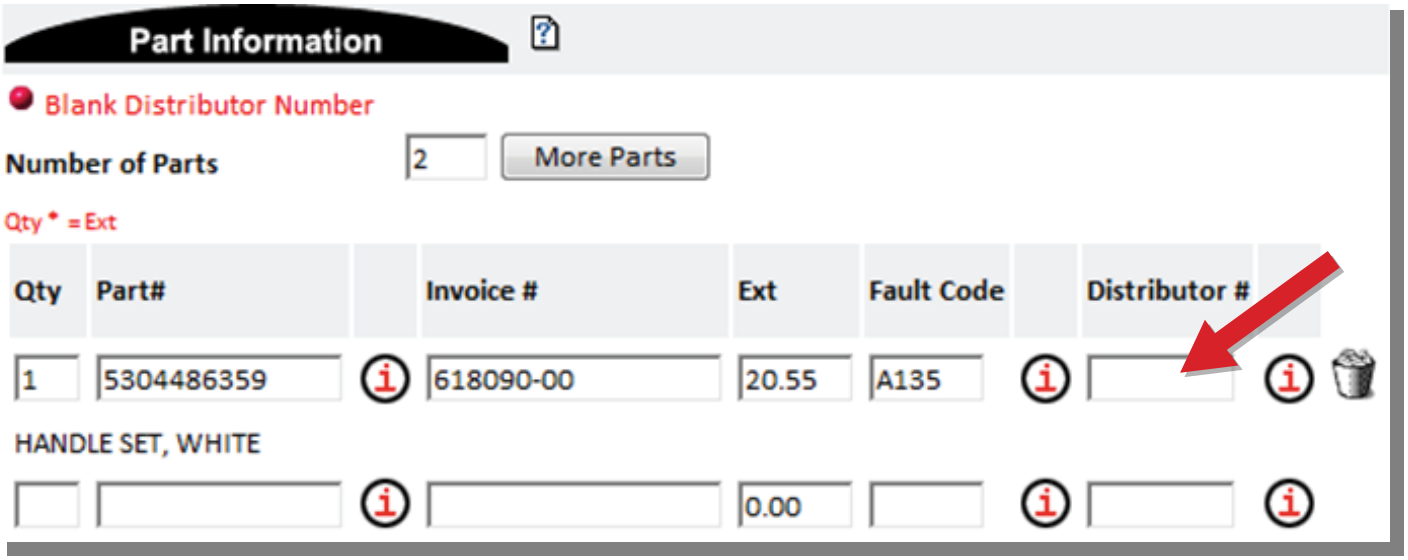
Resolution:

If the delay in completing the repair was due to the consumer scheduling or delays in procuring the parts, contact the Servicer Assistance Center at **1-866-646-6810** (option 3) or e-mail them at servicer.assistance@electrolux.com for help.

Missing Parts Information in Parts Data Field

Reason for Rejection:

Installation of parts were referenced in the repair comment section or a policy number was used that requires parts and were not listed on the claim.



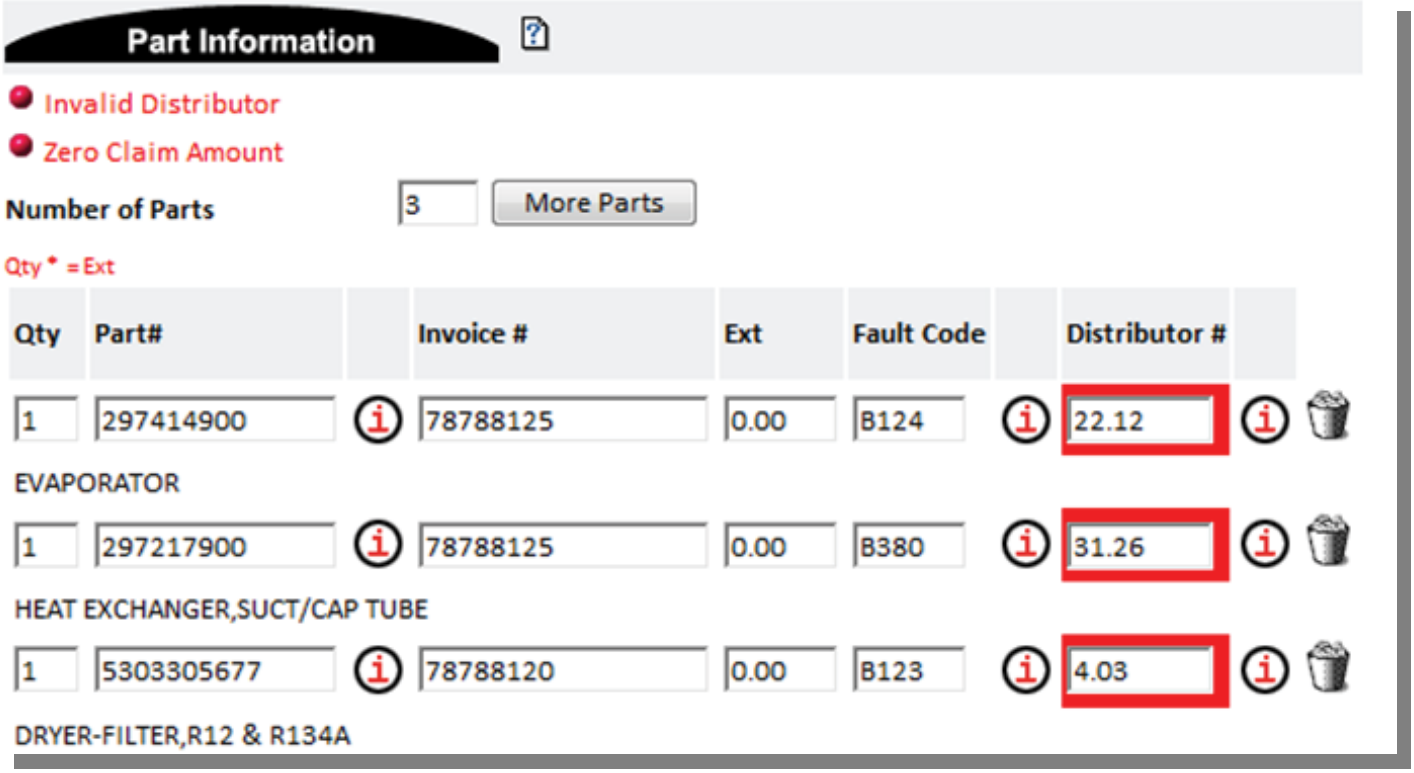
Resolution:

Make the necessary corrections to the comment section if no parts were used or update the parts section as required to process the claim for payment.

Part Invoices Could Not Be Verified

Reason for Rejection:

The part invoice listed on the claim was not able to be verified by the part distributor. Part invoices must be verified by the parts distributor in order to process the claim for payment.



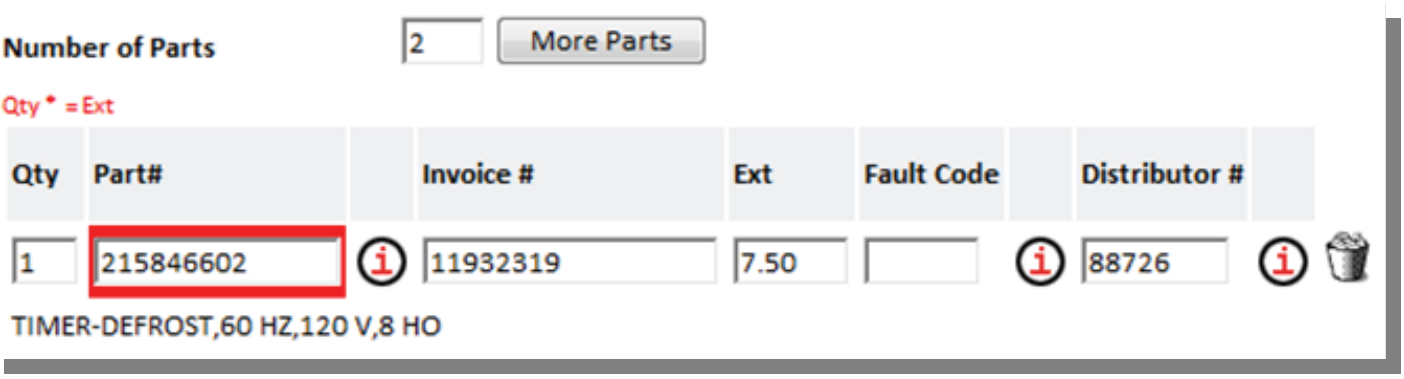
Resolution:

Verify that the information listed on the claim is correct. If so, contact your parts distributor for assistance in order to process the claim for payment.

No Parts Were Verified By Distributor

Reason for Rejection:

All parts that are listed on a warranty claim must be verified. If parts listed on the claim are not able to be verified by the parts distributor listed on the claim, the claim will reject.

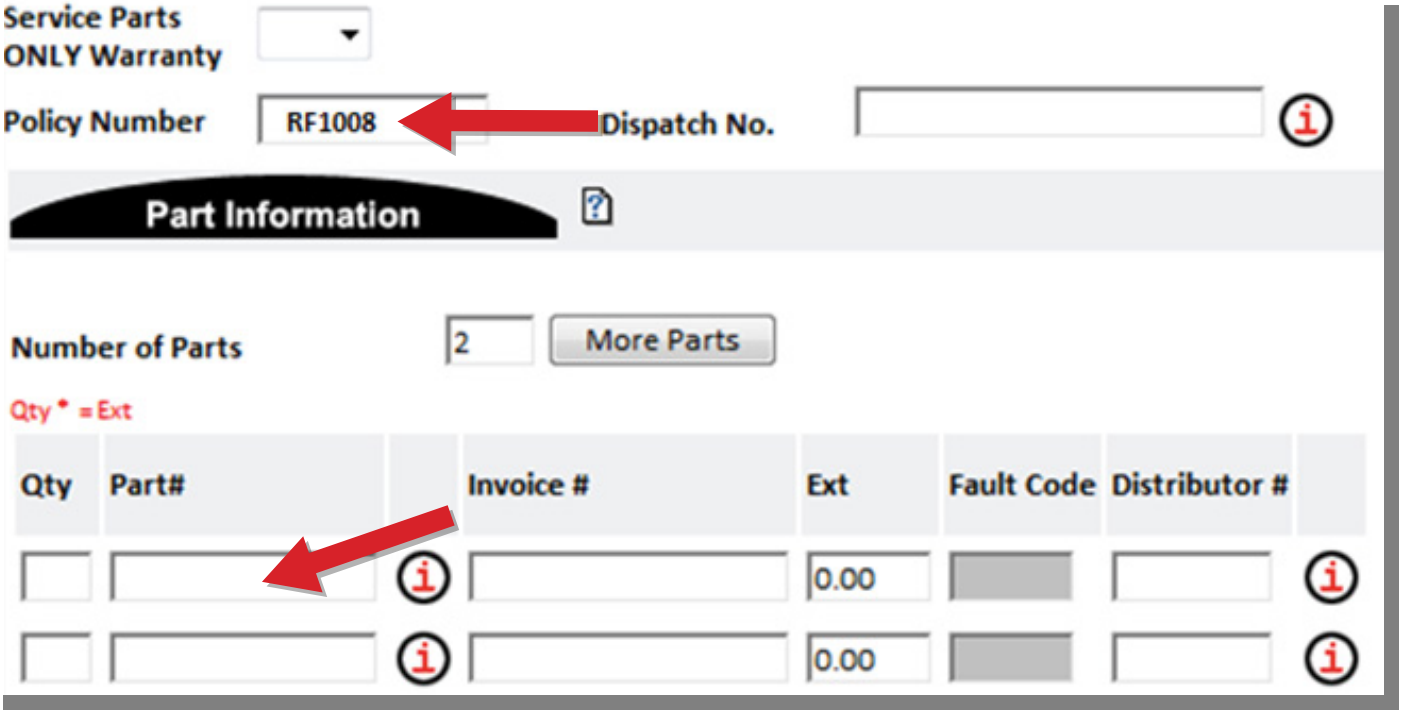


Resolution:

Contact your part distributor and provide them with your parts invoice information along with our claim number for resolution. Inform the parts distributor that your claim was rejected due to the inability to verify the parts and they will take the necessary actions to resolve this matter.

No Parts For Policy On Claim
Reason for Rejection:

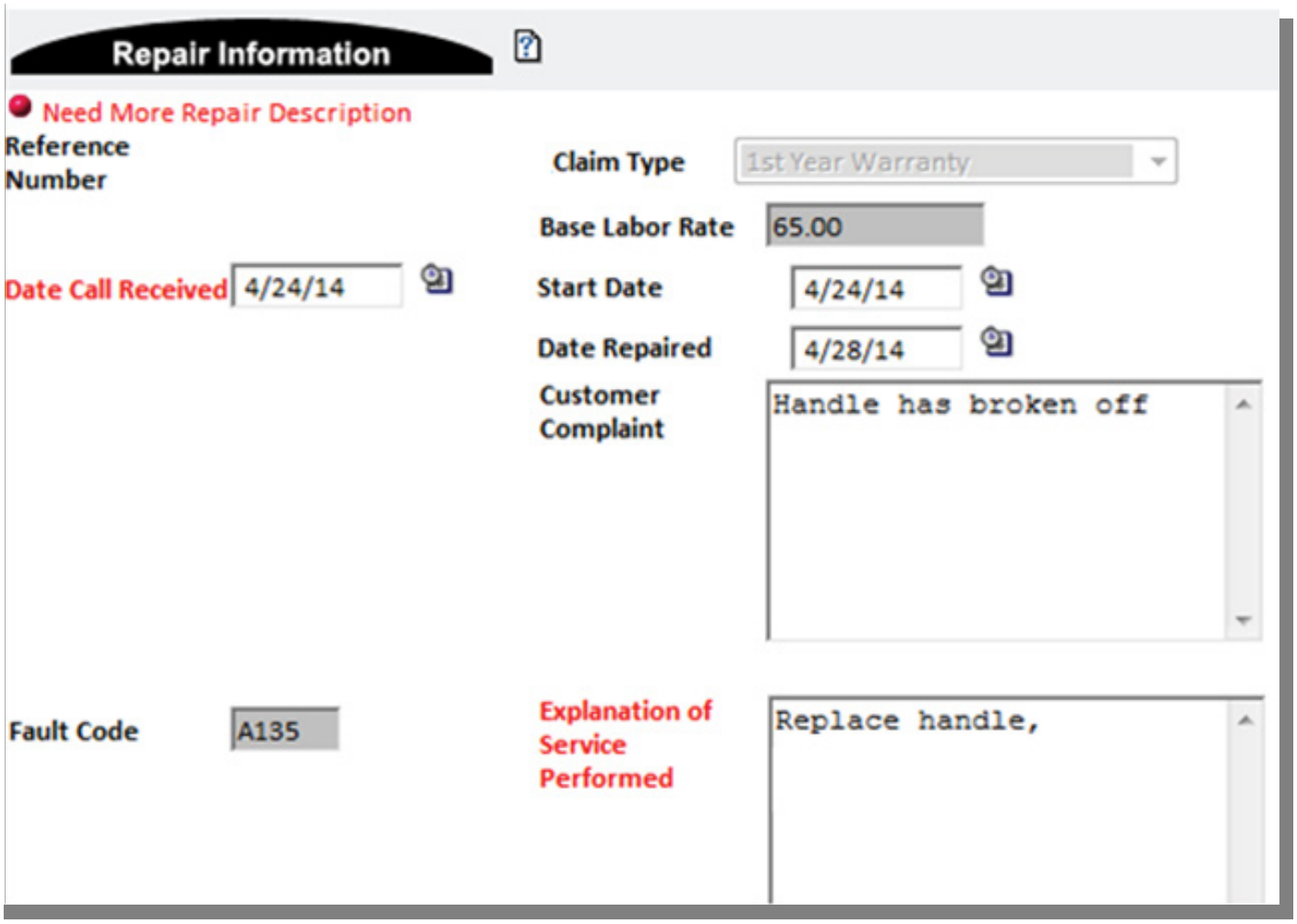
Parts information on the claim is incorrect, missing, or the parts listed on the claim are not part of the policy. The claim will also reject If the model or serial number is not specifically listed on the policy listed on the claim.



Resolution:

Refer to the policy used for the claim submission and make the necessary correction for the claim to be approved for payment. If additional assistance is needed contact the Servicer Assistance Center at **1-866-646-6810** (option 3) or e-mail them at servicer.assistance@electrolux.com for help.

Please Expand On Your Statement In Explanation of Service Performed
Reason for Rejection:
Service performed explanation was vague and requires additional information in order to process the claim for payment.



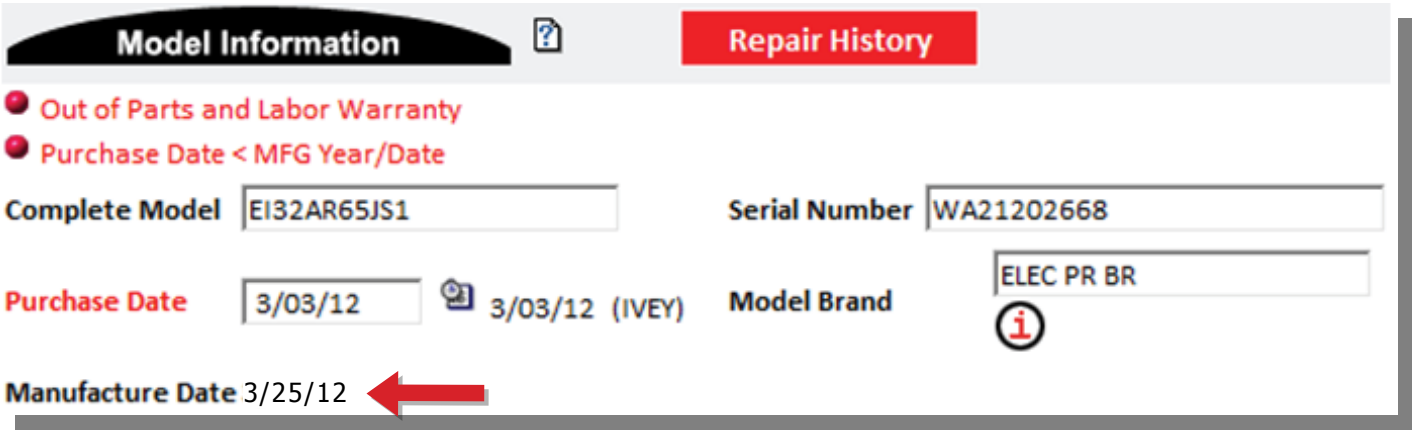
Resolution:
Update the claim with a detailed explanation of the service performed to repair the product. A good rule of thumb is to use 2 complete sentences describing service performed and why the repair was needed. If unable to explain the repair in the comment section contact the Servicer Assistance Center at **1-866-646-6810** (option 3) or e-mail them at servicer.assistance@electrolux.com for help.

Purchase Date Cannot be Prior to Manufacture Date

Reason for Rejection:

Product was purchased and ordered prior to the manufacture date. Date of purchase entered into ServicePower is less than the serial number manufacture date. Compare the serial number to the date of purchase.

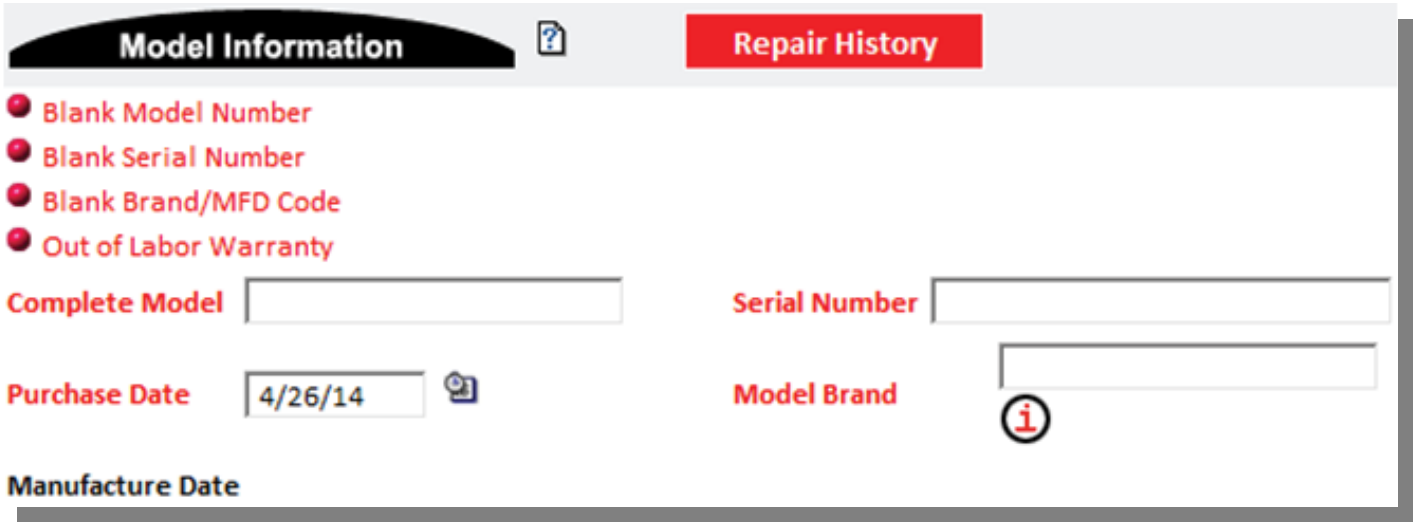
In the example below, the serial number indicates a manufacture date of March 25, 2012. According to the "Purchase Date" on the claim, the unit was purchased 3 weeks before it was manufactured.



Resolution:

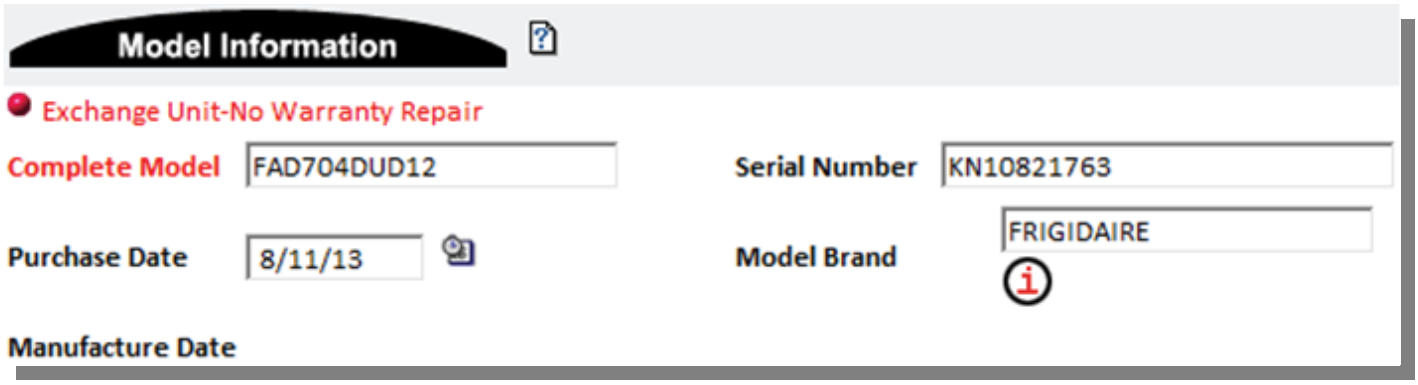
The proof of purchase will be needed to resolve this claim in form of a receipt. Contact the Servicer Assistance Center to work with a claim associate to send the proof of purchase information into SAC. Obtain the associate's name and follow up with the agent to ensure the information was received for processing. If no DOP validation is available, ask SAC to date the DOP 60 days after the DOM (date of manufacture).

Model/Serial Not A Manufactured Unit
Reason for Rejection:
Faulty ServicePower rejection or either model or serial number is not correct.



Resolution:
Always confirm model and serial number using the model/serial tag that is on the product. If they have been confirmed, send an e-mail to Servicer Assistance confirming model and serial number and ask to get claim paid.

Not A Warranted Item
Reason for Rejection:
Explanation of service performed in the comment section was found not to be a warranty repair or the unit is listed as an auto-exchange unit and cannot be approved for payment.

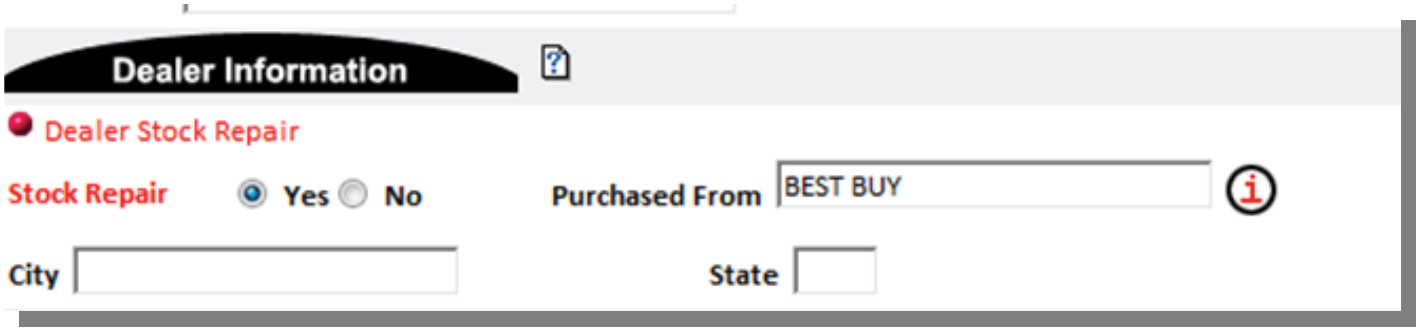


Resolution:
Review the repair comments to ensure they are correct and contact the Servicer Assistance Center if additional information is needed to process the claim for payment. Always refer to the **Automatic Replacement or Repair List** before running a service call.

Stock Repair > 18 Months From Manufactured Date

Reason for Rejection:

Stock repairs cannot be performed beyond 18 months from the manufactured date, as determined by the serial number date code, at a dealer location. Damage and cosmetic repairs are not authorized for Stock repairs. Concessions cannot be authorized for a stock repair.



Resolution:

Authorization is needed from your RSQM prior to repairing any stock items outside of 18 months. If a resolution is needed for a claim rejection, contact the Servicer Assistance Center at **1-866-646-6810** (option 3) or e-mail them at servicer.assistance@electrolux.com for help.

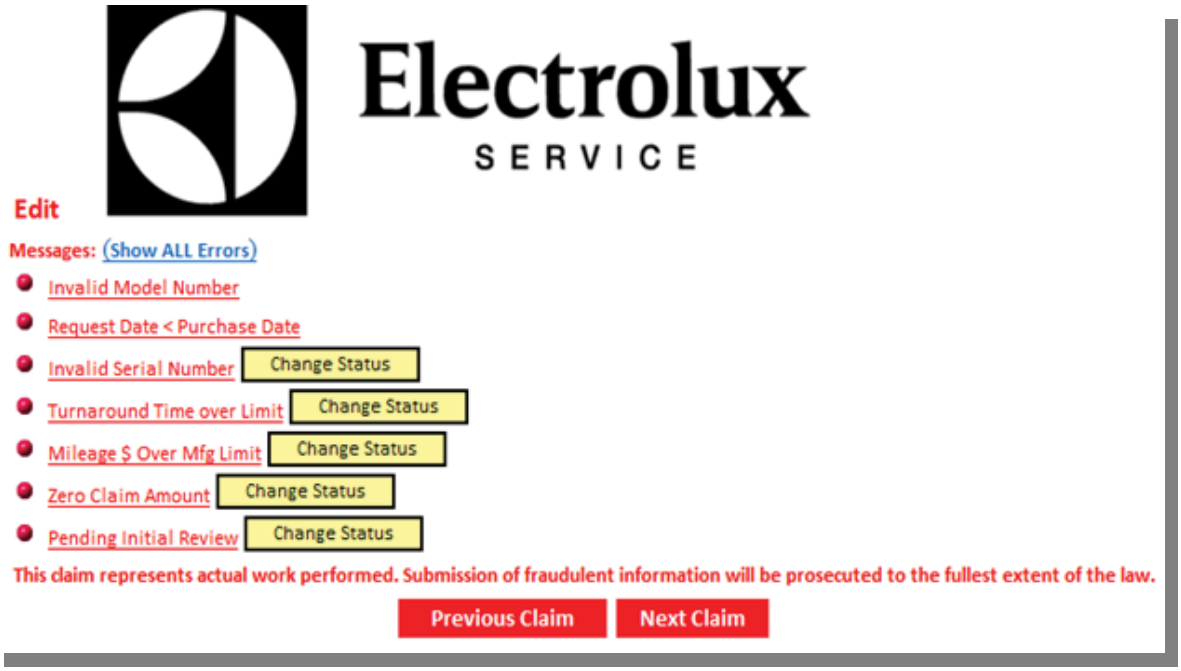
Proof of Purchase Required
Reason for Rejection:
The serial number reflects a product that was manufactured more than 24 months prior to the day the call was received.

Resolution:
Acquire the necessary proof of purchase from the customer. Use the "**Documents**" tab on the claim to attach the POP to the claim. Make any notes as necessary using the "**Notes**" tab. After the POP has been attached to the claim, contact the Servicer Assistance Center at **1-866-646-6810** (option 3) or e-mail them at servicer.assistance@electrolux.com for help.

Other

Reason for Rejection:

Reason for rejection was that the repair did not meet criteria for predetermined reject codes.



Resolution:

Refer to the reject text to determine what action is needed to resolve the claim. If more details are needed, contact the Servicer Assistance Center at **1-866-646-6810** (option 3) or e-mail them at servicer.assistance@electrolux.com for help.

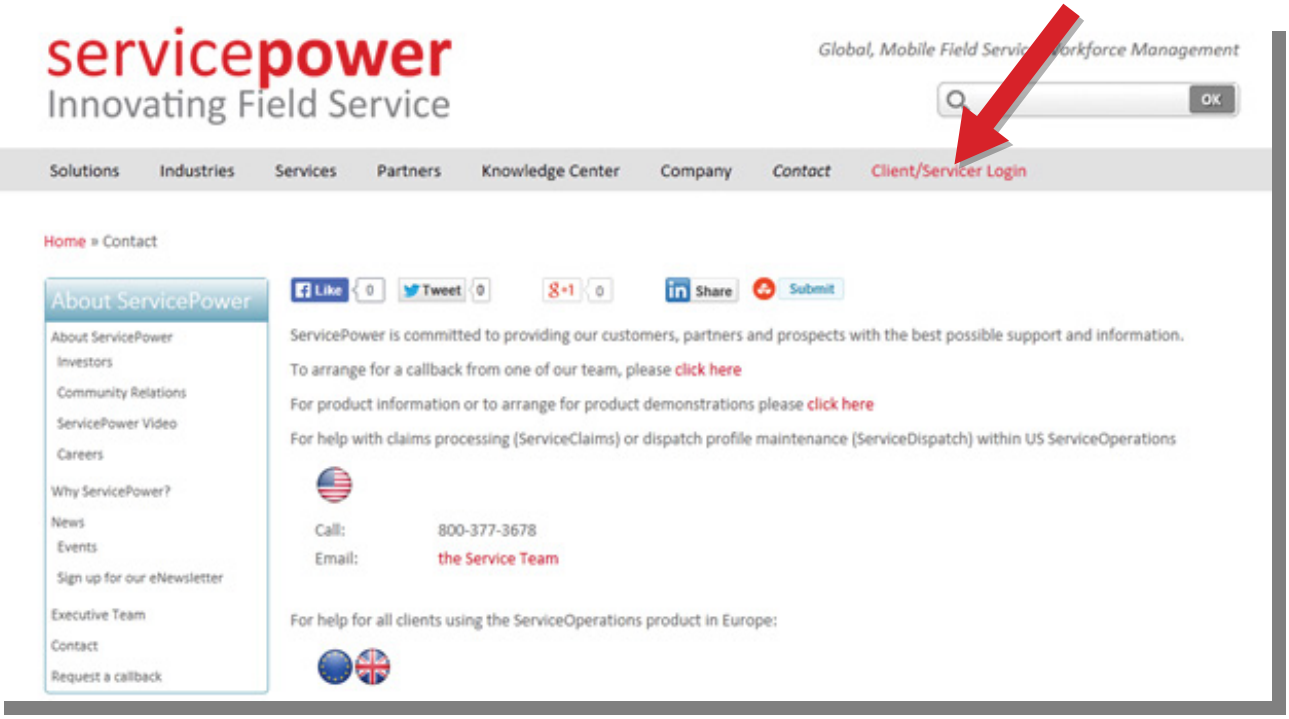
Section 8 Frequently Asked Questions

The following information discusses questions that Service Providers have asked the RSQM team regarding the transition from ServiceBench to ServicePower. Answers to the most frequently asked questions have been provided.

- Questions regarding the use of the ServicePower platform should be directed to ServicePower. Please see ServicePower's contact information in the image below.
- Questions regarding Electrolux/Frigidaire warranty policy and procedures should be directed to your RSQM or Servicer Assistance.

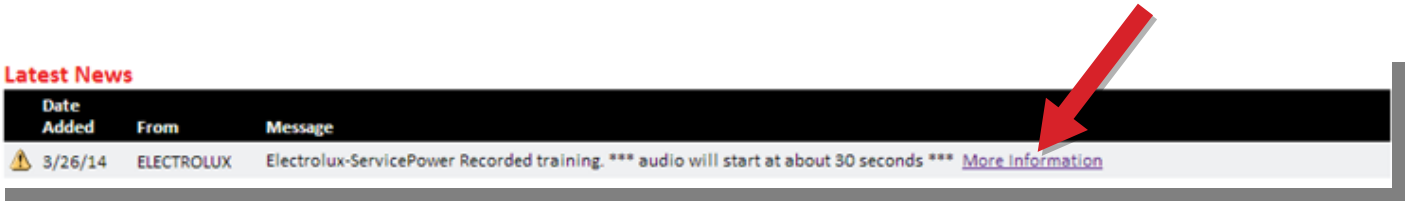
Q. I do not currently have a ServicePower account. What should I do?

- Please visit **www.servicepower.com** or call ServicePower at **1-800-377-3678**.



Q. Will more training sessions be offered to the service network?

- Yes. Training classes are available from ServicePower on Thursdays and Fridays - you must register for classes in advance.
- Online training is available by e-mailing Training@ServicePower.com.
- Training is held online every Thursday at 7:00AM Pacific (9:00AM Central, 10:00AM Eastern).
- Claims or software support, please contact ServicePower at **1-800-377-3678**.
- The original ServicePower classes for Electrolux were recorded. When a Service Provider logs in to the servicer portal they can check the "**Latest News**" section that will show on the main page. Select "**More Information**" to begin the training. Audio takes about 60 seconds before it begins.

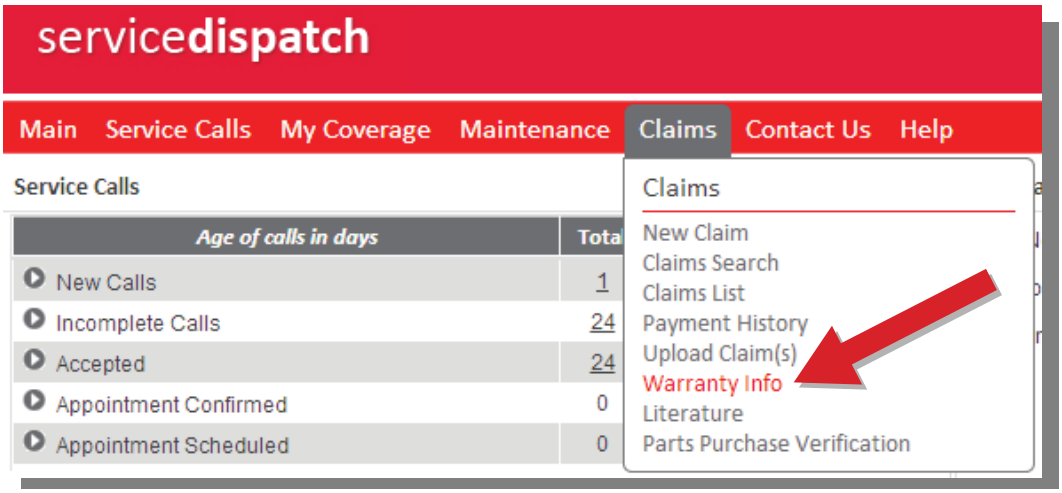


Q. Will consumers be able to call a Service Provider directly to schedule service or must all calls go through the CEC?

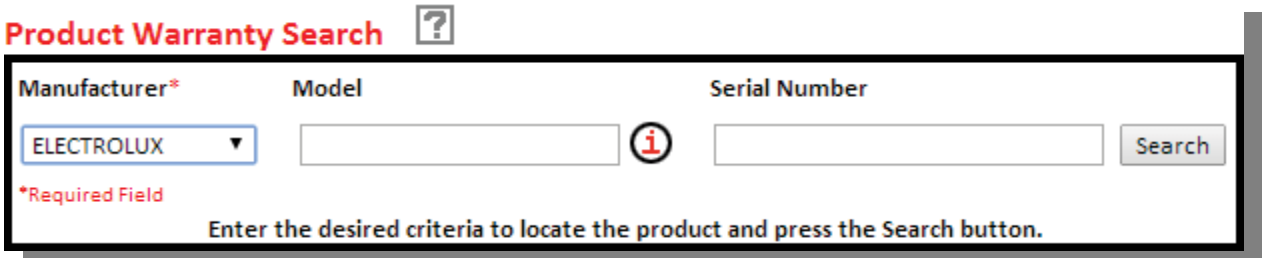
- For Lowe's, consumers are required to call Lowe's prior to service scheduling.
- For all other Electrolux channel partners, the consumer may call the Service Provider directly. Consumers can find Service Providers either on their own, through the website (www.electrolux.com or www.Frigidaire.com) or by calling Electrolux directly for a referral.
- Consumers that contact the CEC directly can schedule service through ServicePower Dispatch. Dispatch capabilities launched on June 25th.

Q. Will Service Providers be able to check entitlements in ServicePower?

- Yes. In **ServiceDispatch**, select "**Claims**," then select "**Warranty Info**." (See image below) You can check some service information if you have the correct model and serial number.



- Enter the correct manufacturer, model and serial number for the unit. Use the circled info (ⓘ) button to help search for correct model numbers.



Section 8 Frequently Asked Questions

Q. Batch loading - What programs will be able to be used for batch-loading? What data format is required to interface with ServicePower?

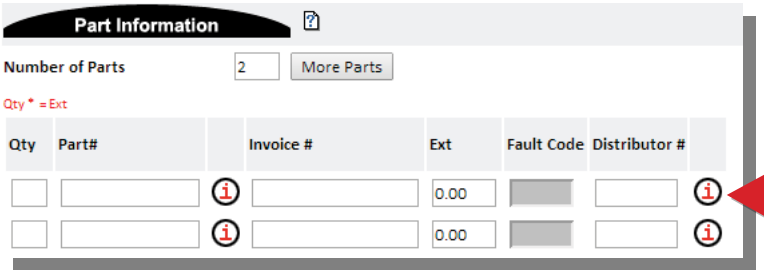
- There are multiple ways to batch load claims to ServicePower:
- A file upload that can be used to batch load claims to ServicePower. There is a format that must be followed as well as requesting access to the Claimworks FTP.
- Service Providers can call **800-377-3678** to request information on the FTP as well as access to the FTP.

Q. How do you save a claim without submitting the claim?

- Claims within ServicePower cannot be saved, only submitted. Once submitted, the Service Provider will be able to change the required fields, if necessary.

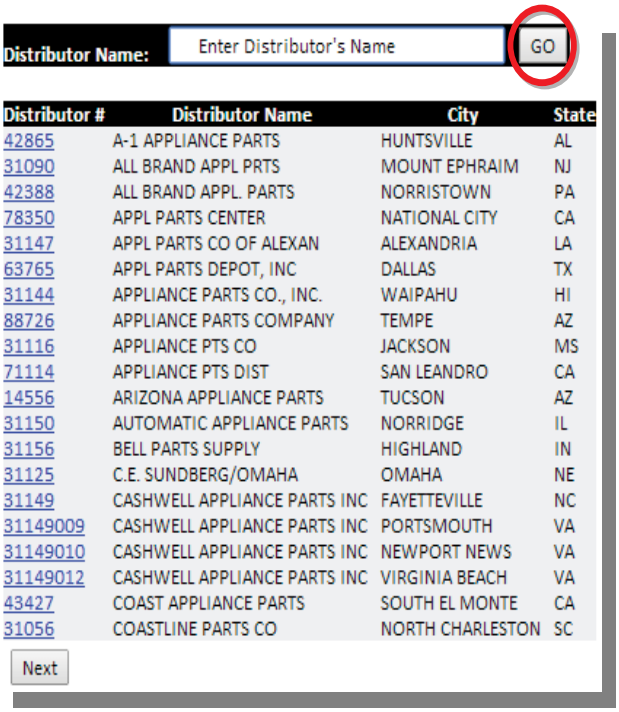
Q. The Parts Distributor account numbers I used in ServiceBench are not valid in ServicePower?

- Service Providers must use the PD number that appears on the drop down box on the service claim.



Click here to bring up the PD list

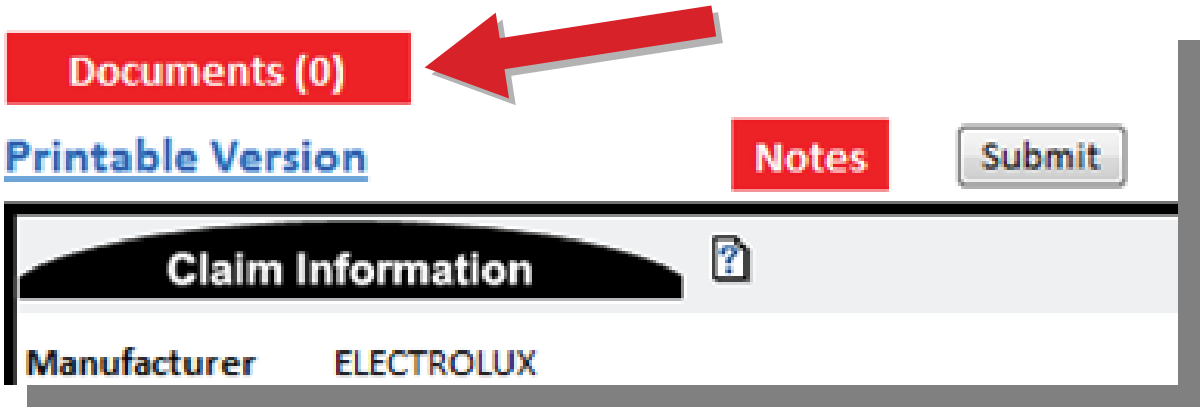
- Type in your distributor's name, then select "**Go**" to find your distributor on the list.


Distributor Name:
Enter Distributor's Name
GO
Distributor #
Distributor Name
City
State
42865 A-1 APPLIANCE PARTS HUNTSVILLE AL
31090 ALL BRAND APPL PRTS MOUNT EPHRAIM NJ
42388 ALL BRAND APPL. PARTS NORRISTOWN PA
78350 APPL PARTS CENTER NATIONAL CITY CA
31147 APPL PARTS CO OF ALEXAN ALEXANDRIA LA
63765 APPL PARTS DEPOT, INC DALLAS TX
31144 APPLIANCE PARTS CO., INC. WAIPAHU HI
88726 APPLIANCE PARTS COMPANY TEMPE AZ
31116 APPLIANCE PTS CO JACKSON MS
71114 APPLIANCE PTS DIST SAN LEANDRO CA
14556 ARIZONA APPLIANCE PARTS TUCSON AZ
31150 AUTOMATIC APPLIANCE PARTS NORRIDGE IL
31156 BELL PARTS SUPPLY HIGHLAND IN
31125 C.E. SUNDBERG/OMAHA OMAHA NE
31149 CASHWELL APPLIANCE PARTS INC FAYETTEVILLE NC
31149009 CASHWELL APPLIANCE PARTS INC PORTSMOUTH VA
31149010 CASHWELL APPLIANCE PARTS INC NEWPORT NEWS VA
31149012 CASHWELL APPLIANCE PARTS INC VIRGINIA BEACH VA
43427 COAST APPLIANCE PARTS SOUTH EL MONTE CA
31056 COASTLINE PARTS CO NORTH CHARLESTON SC
Next

- Click the blue link next to the distributor's name to insert the PD on your service claim.

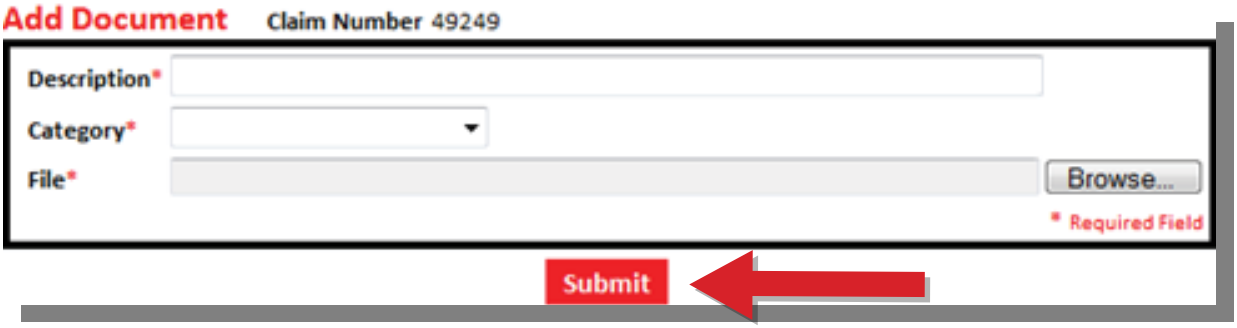
Q. I filed a claim and it rejected due to an invalid serial number.

- The serial number must specifically match the serial tag on the appliance.
- For ESA claims, the serial number must specifically match the serial number on the ESA contract.
- For serial numbers that are older than 24 months, Proof of Purchase is **required**. You can attach POP to a claim using the "**Documents**" button at the top of the claim. See image below.



Q. How do I attach a POP to my service claim?

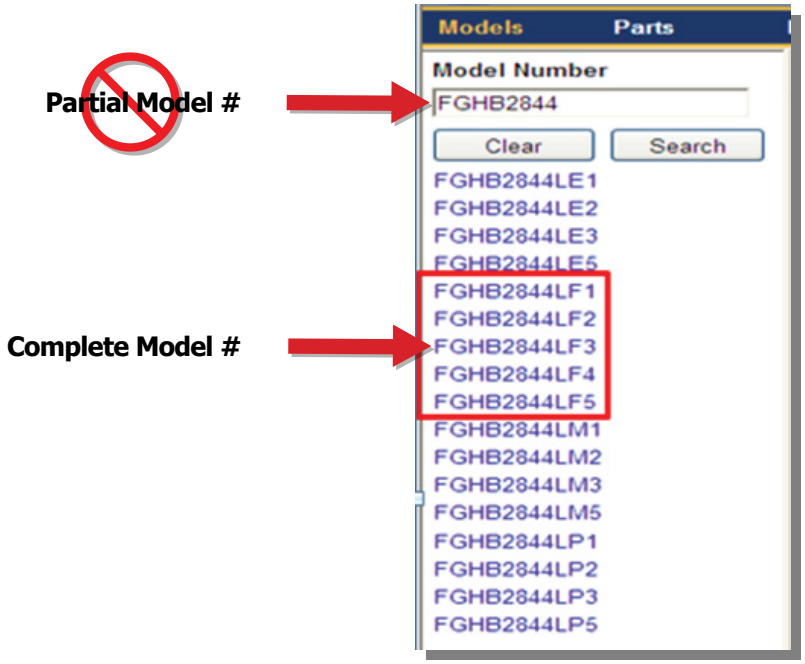
- For serial numbers that are older than 24 months, Proof of Purchase is **required**. Select the "**Documents**" button at the top of the claim (see above).
  1. Add a description for the document.
  2. Use the "**Category**" drop down menu to select "**Proof of Purchase**".
  3. Find the document on your computer using the "**Browse**" button.
  4. After locating the document on your computer, select "**Submit**" to attach the document to the service claim.



Section 8 Frequently Asked Questions

Q. The model numbers I enter on a service claim are being shown as incorrect or invalid.

- The model number must specifically match the serial tag, including the engineering digit.
- Partial model numbers are no longer accepted in the system.



Q. What day of the week should Service Providers expect their weekly payments for warranty claims?

- Payments will be made to your account on Tuesdays.

Q. Will bank information in ServiceBench be imported automatically into my new ServicePower account?

- No. Service Providers will need to input their bank information into their ServicePower account. Once a Service Provider loads their banking information into ServicePower it is used for all work that originates through that platform.

Q. Who do I contact for issues with incomplete claims? (I - Status)

- It is the Service Provider's responsibility to correct incomplete claims. Incomplete claims are missing one or more required fields. Service Providers should refer to the training guides under the "**Latest News**" section on the main page of ServicePower.
- Service Providers are welcome to attend the standard weekly training classes scheduled every Thursday and Friday.
- If you have reviewed these training resources and require further assistance, please contact ServicePower at **1-800-377-3678**.

Q. What if my claim shows manufacture review? (M - Status)

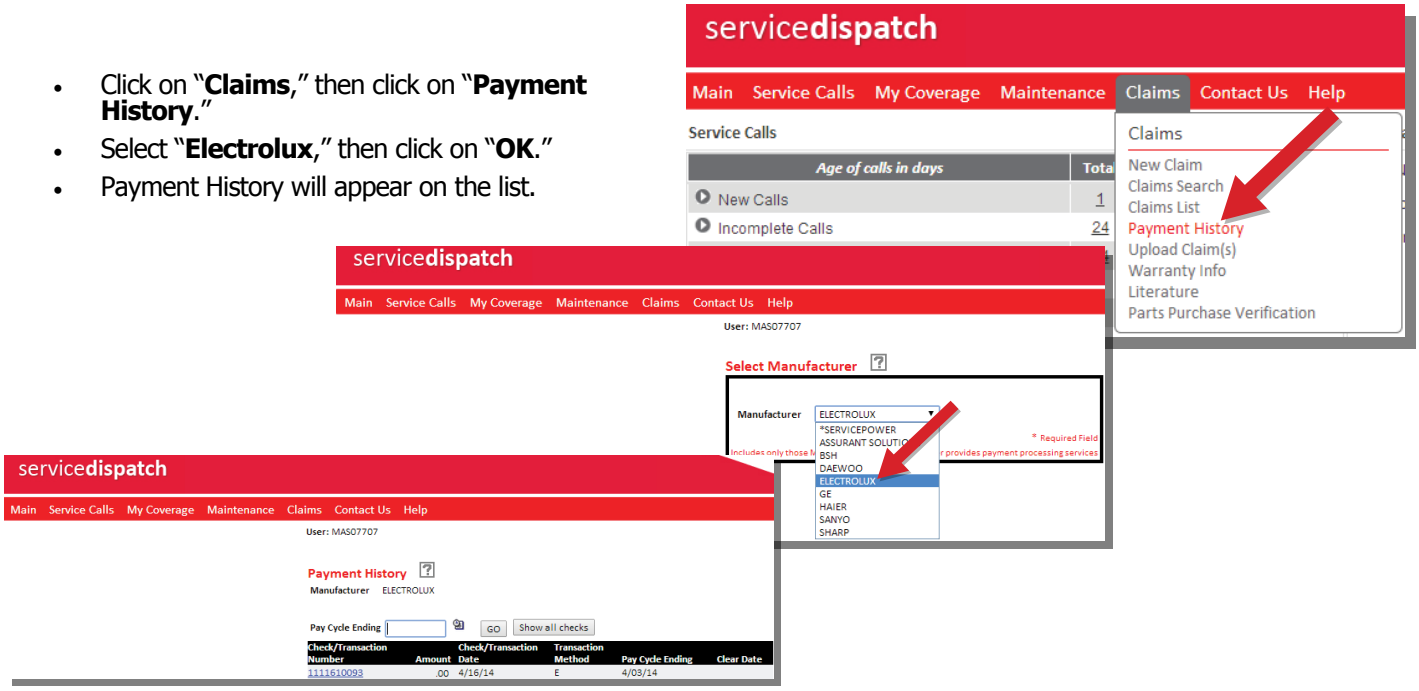
- The claim is under review by the Servicer Assistance team. Please call **866-646-6810** (option 3) for more information.

Q. What should I do if my claim shows it is in D status? (DTR = Distributor)

- Claims that are under Distributor review are pending parts approval from the Parts Distributor. Please contact your Parts Distributor for more information. Once the part is confirmed the claim will be processed.

Q. How can I check my payment history from Electrolux?

- Click on "**Claims**," then click on "**Payment History**."
- Select "**Electrolux**," then click on "**OK**."
- Payment History will appear on the list.



Q. How many claim types are there?

- There are 5 different claim types:
  1. In Warranty
  2. Concession
  3. Extended Service Agreement (ESA)
  4. Out of Warranty
  5. Stock Repair
  6. Service Parts Warranty
  7. Policy Claims

Q. What are the phone numbers for Electrolux?

Please see **Page 9-1** and **Page 9-2** for all Electrolux contact information.

Q. How long do I have to guarantee my work?

The Service Provider **MUST** guarantee their workmanship for **60 days**.

Q. What is the Electrolux payment cycle?

All "S-Approved" status claims are processed every Thursday and forwarded to Electrolux for funding. Every Tuesday ServicePower will process and release payment for the claims approved the previous week.

Q. Who do I call for a new account with Electrolux?

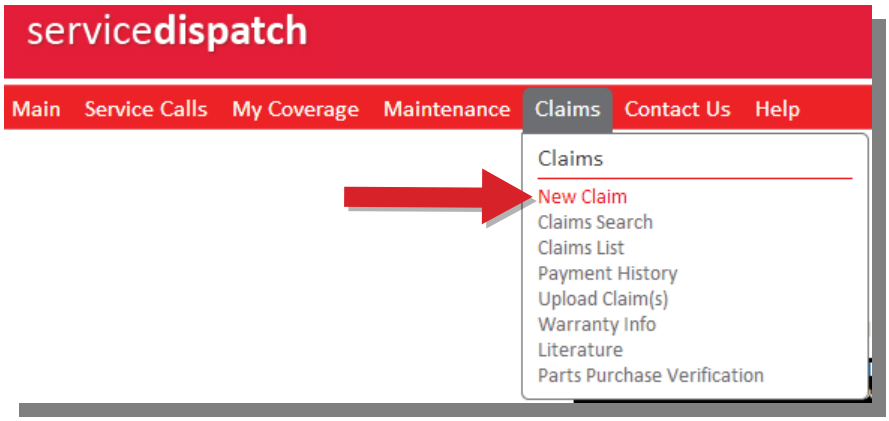
Please contact the appropriate RSQM to receive a new contract. Service Providers will receive an e-mail notification once an agreement has been made and the RSQM enters the Service Provider's information into the system.

Section 8 Frequently Asked Questions

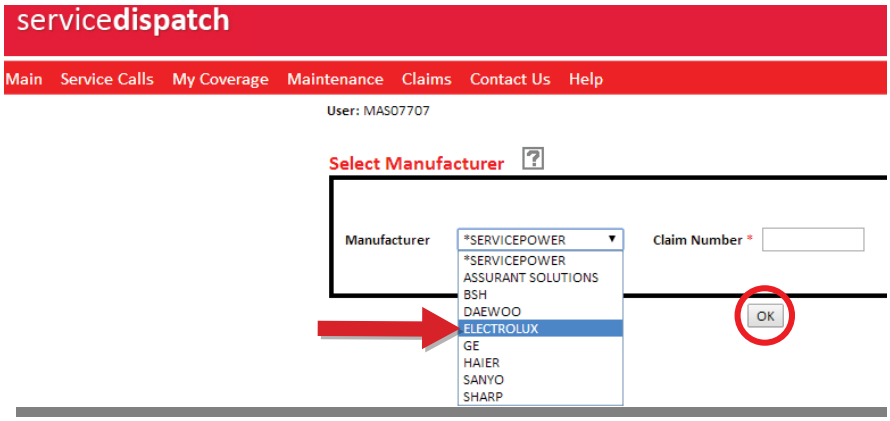
Q. How do I submit a claim to Electrolux?

- Please review the **Servicers Claim Guide** or the recorded training in the "**Latest News**" section of the ServicePower website.

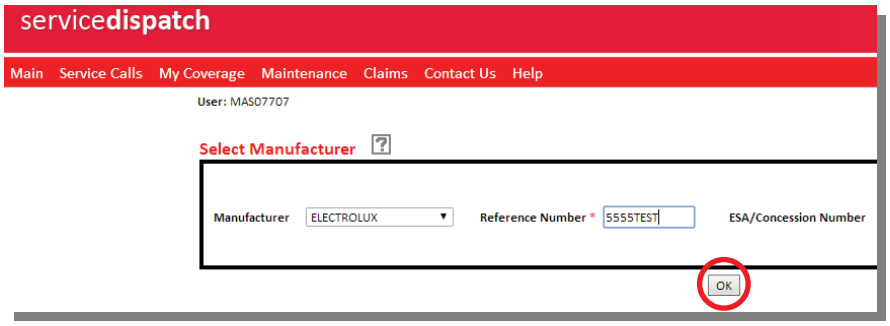
Step 1: Click on "**Claims,**" then click "**New Claim**".



Step 2: Select "**Electrolux**," then click "**OK**"



Step 3: Enter your claim reference #, then click "**OK**."



Step 4: Fill out your claim properly and completely, then click "**Submit**."

Q. If I reject a call will my ranking go down?

Yes. If you reject a call your ranking will go down. You will be expected to accept any of the service calls that your profile shows you as eligible to receive.

Q. Who reviews my account from Electrolux?

RSQM's will be administrating accounts for each US region. Please contact your RSQM for more details.

Q. How can I setup zones to show availability by zip code or by day?

Please see the training document "**Servicer Area Mapping**."

Q. How can I setup my EFT?

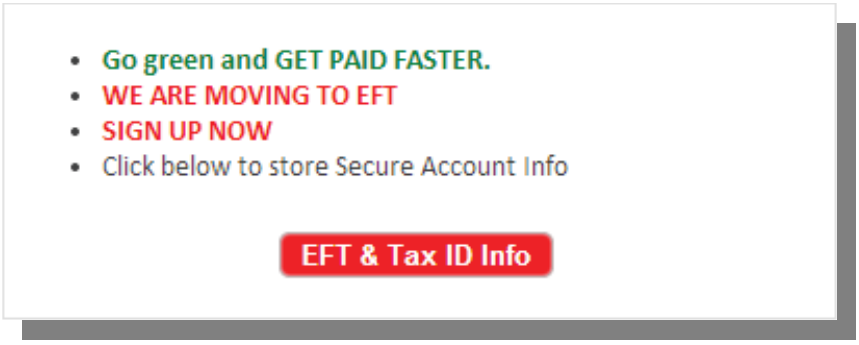
Select the "**EFT & Tax ID**" button from the main ServicePower website. Enter your banking and Tax ID information. Be sure to enter the same tax name from your W-9 form.

Q. Who do I call for help with updating my phone number or address?

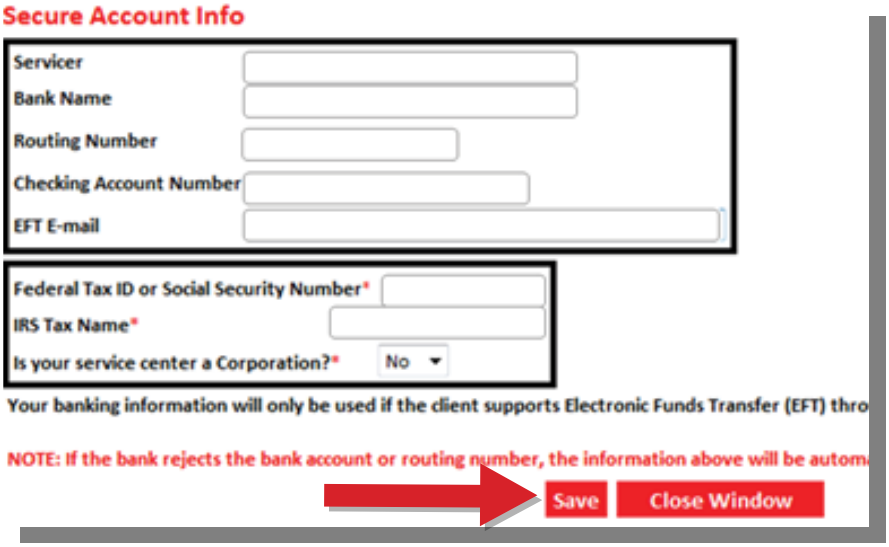
Please contact ServicePower at **1-800-3678** for assistance.

I got a paper check issued to me. I want to make sure my direct deposit is working correctly.

- Click on "**EFT & Tax ID**" info.



- Verify that all banking information is correct and then click "**Save**." By clicking the "**Save**" button, you will refresh the data in the system.


Secure Account Info
Servicer
Bank Name
Routing Number
Checking Account Number
EFT E-mail
Federal Tax ID or Social Security Number*
IRS Tax Name*
Is your service center a Corporation?*
No
Your banking information will only be used if the client supports Electronic Funds Transfer (EFT) thro
NOTE: If the bank rejects the bank account or routing number, the information above will be autom
Save
Close Window

Section 8 Frequently Asked Questions

Q. Is using ServicePower Dispatch mandatory?

At this time, using ServicePower Dispatch is **NOT** mandatory and you may take calls directly from consumers. However, **ALL** calls (warranty and COD) from consumers to the Customer Engagement Center will be dispatched to Service Providers using the ServicePower Dispatch function beginning May 21, 2014.

Q. If a customer calls my company directly and I schedule a service call on my own, can I file a claim in ServicePower or does the call need to be dispatched to me?

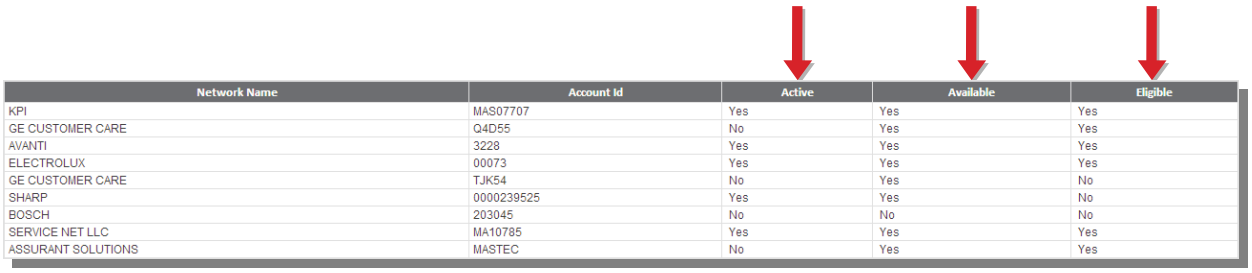
You may take calls directly from consumers and file claims in ServicePower without having the call dispatched to you from Electrolux.

Q. **How will Lowe's dispatches be handled? (Step-by-Step)**

- Consumers call into Lowe's when their appliance is in need of repair.
- Entitlement and troubleshooting is performed by Lowe's.
- Upon the need to dispatch service, consumers are offered day/times for service appointments from the Lowe's call center.
- Upon confirming the consumer's desired day/time, the job is scheduled in ServiceBench and the Service Provider is notified of the appointment by Lowe's.
- ServiceBench sends ServicePower a data record indicating the service call was initiated by Lowe's. This data is used in the verification process of the service claim.
- The Service Provider should call the consumer prior to arriving for the appointment.
- The Service Provider completes the repair.
- The Service Provider submits the claim, including the Lowe's Dispatch number, to ServicePower.
- ServicePower validates the claim.
- If required, Electrolux will review and fault code the claim.
- After the claim is approved, the Service Provider receives funds for work completed on the next payment cycle.

Q. How do I check if my account is active, available and eligible to receive dispatches?

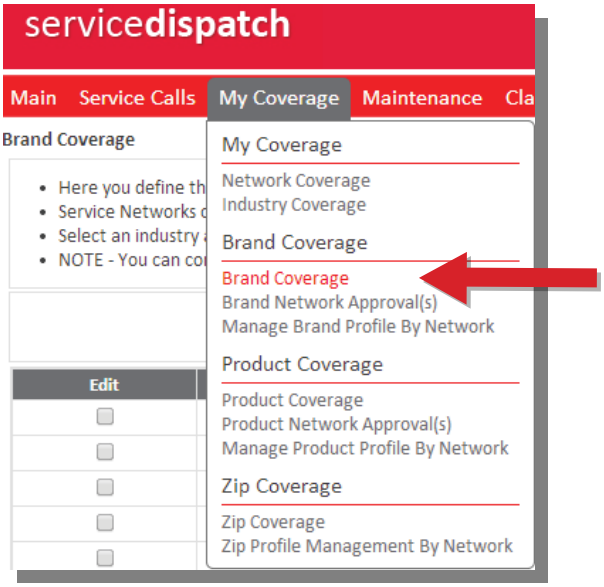
- Click on "**My Coverage**" from the ServicePower home page.
- Look for the word "**Yes**" in the table below. If you see "**No**," you will need to make changes to your profile.

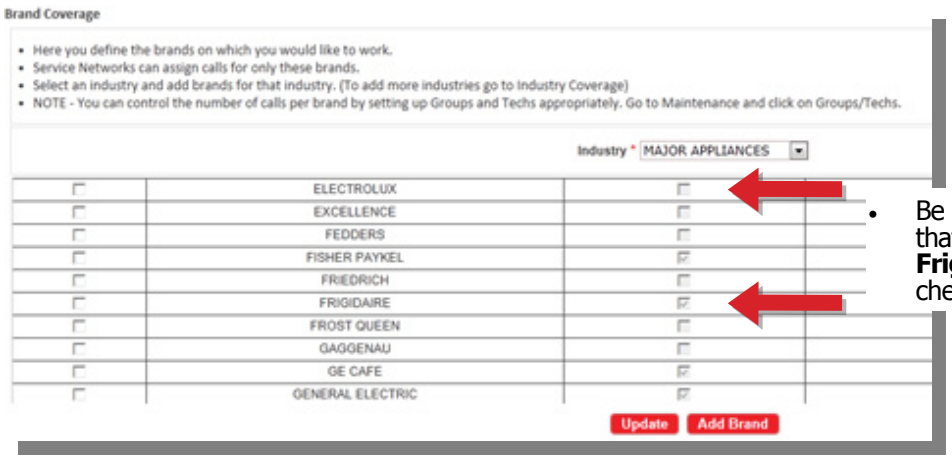


Network Name	Account Id	Active	Available	Eligible
KPI	MAS07707	Yes	Yes	Yes
GE CUSTOMER CARE	Q4D55	No	Yes	Yes
AVANTI	3228	Yes	Yes	Yes
ELECTROLUX	00073	Yes	Yes	Yes
GE CUSTOMER CARE	TJK54	No	Yes	No
SHARP	0000239525	Yes	Yes	No
BOSCH	203045	No	No	No
SERVICE NET LLC	MA10785	Yes	Yes	Yes
ASSURANT SOLUTIONS	MASTEC	No	Yes	Yes

Q. How do I ensure that I have the correct Brand Coverage selected?

- Click on "**My Coverage**" from the ServicePower home page.
- Click on "**Brand Coverage**."

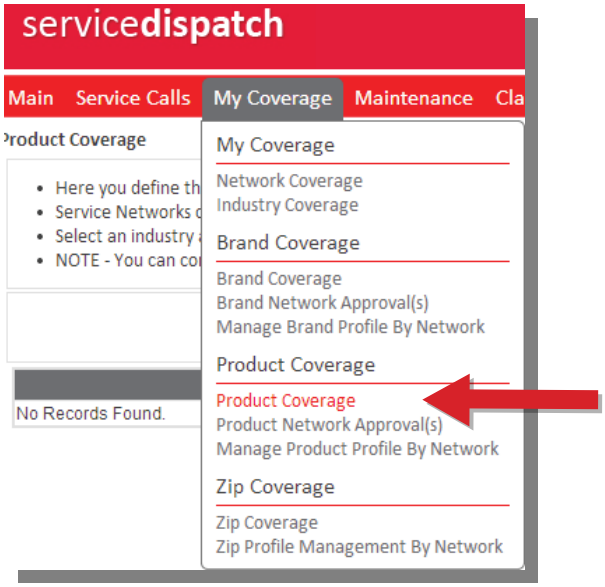



Brand Coverage
Here you define the brands on which you would like to work.
Service Networks can assign calls for only these brands.
Select an industry and add brands for that industry. (To add more industries go to Industry Coverage)
NOTE - You can control the number of calls per brand by setting up Groups and Techs appropriately. Go to Maintenance and click on Groups/Techs.
Industry * MAJOR APPLIANCES
ELECTROLUX
EXCELLENCE
FEDDERS
FISHER PAYKEL
FRIEDRICH
FRIGIDAIRE
FROST QUEEN
GAGGENAU
GE CAFE
GENERAL ELECTRIC
Update
Add Brand

- Be sure you update your profile to show that you are authorized for **Electrolux** and **Frigidaire**. These blocks **MUST** have a check mark.

Q. How do I ensure that I have the correct Product Coverage selected?

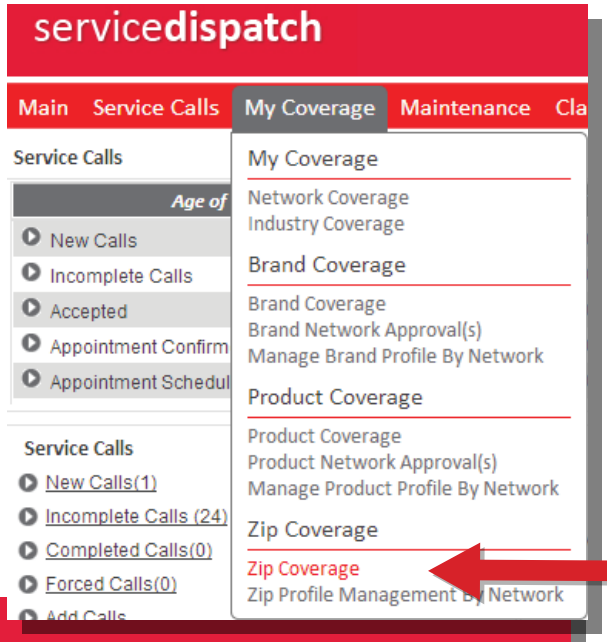
- Click on "**My Coverage**" from the ServicePower home page.
- Click on "**Product Coverage**."



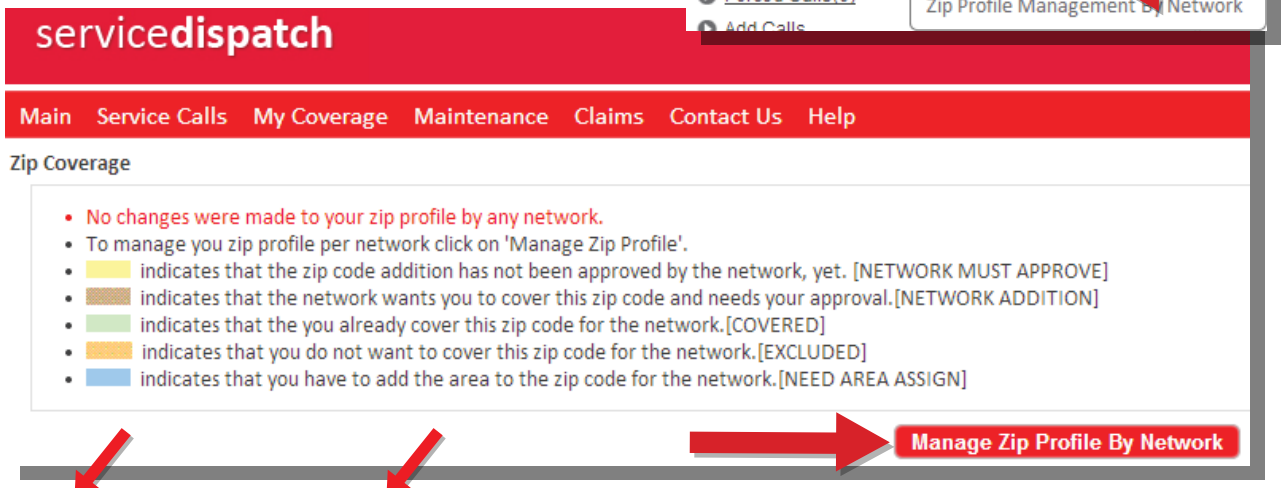
- Under the "**Major Appliance**" industry heading, verify all product lines you cover are listed. Please add or delete any product lines as necessary. Click on "**Update**" to save changes.

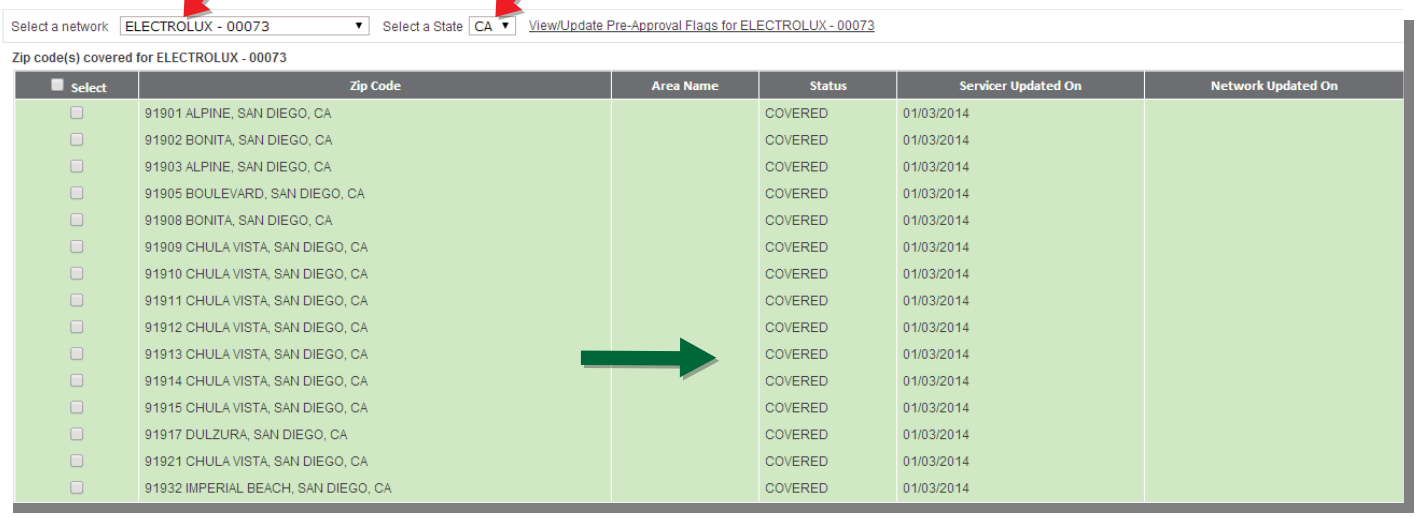
Q. How do I ensure that I have the correct Zip Code Coverage selected?

- Click on "**My Coverage**" from the ServicePower home page.
- Click on "**Zip Coverage.**"



- Click on "**Manage Zip Profile by Network.**"


servicedispatch
Main
Service Calls
My Coverage
Maintenance
Claims
Contact Us
Help
Zip Coverage
No changes were made to your zip profile by any network.
To manage you zip profile per network click on 'Manage Zip Profile'.
indicates that the zip code addition has not been approved by the network, yet. [NETWORK MUST APPROVE]
indicates that the network wants you to cover this zip code and needs your approval.[NETWORK ADDITION]
indicates that the you already cover this zip code for the network.[COVERED]
indicates that you do not want to cover this zip code for the network.[EXCLUDED]
indicates that you have to add the area to the zip code for the network.[NEED AREA ASSIGN]
Manage Zip Profile By Network

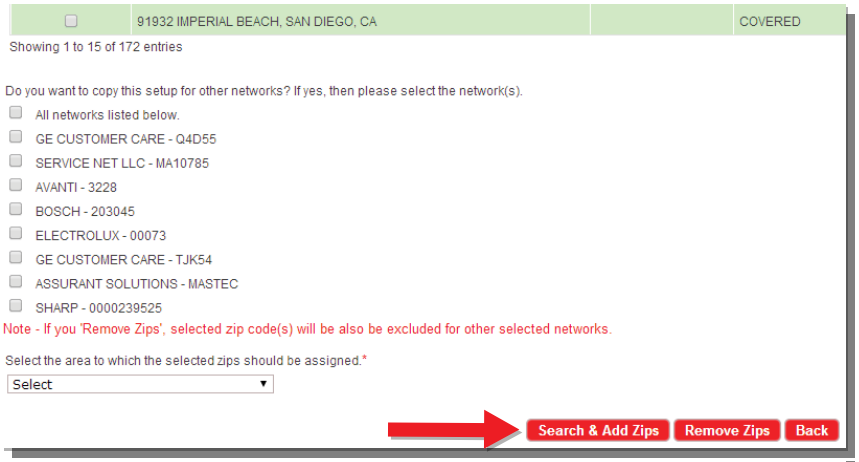

Select a network
ELECTROLUX - 00073
Select a State
CA
View/Update Pre-Approval Flags for ELECTROLUX - 00073
Zip code(s) covered for ELECTROLUX - 00073
Select
Zip Code
Area Name
Status
Servicer Updated On
Network Updated On
91901 ALPINE, SAN DIEGO, CA
91902 BONITA, SAN DIEGO, CA
91903 ALPINE, SAN DIEGO, CA
91905 BOULEVARD, SAN DIEGO, CA
91908 BONITA, SAN DIEGO, CA
91909 CHULA VISTA, SAN DIEGO, CA
91910 CHULA VISTA, SAN DIEGO, CA
91911 CHULA VISTA, SAN DIEGO, CA
91912 CHULA VISTA, SAN DIEGO, CA
91913 CHULA VISTA, SAN DIEGO, CA
91914 CHULA VISTA, SAN DIEGO, CA
91915 CHULA VISTA, SAN DIEGO, CA
91917 DULZURA, SAN DIEGO, CA
91921 CHULA VISTA, SAN DIEGO, CA
91932 IMPERIAL BEACH, SAN DIEGO, CA
COVERED
01/03/2014

- Ensure you have "**Electrolux**" selected.
- Update each state as necessary.
- Every Zip Code you cover **MUST** be GREEN. If it is not GREEN (covered), it will not show as an available zip code for dispatches to your company.

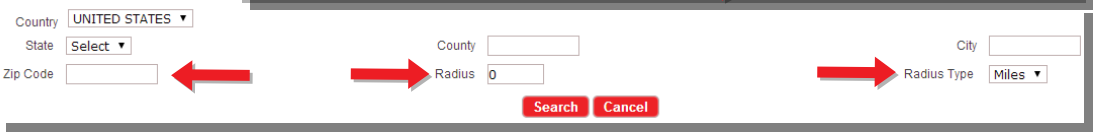
Section 8 Frequently Asked Questions

Adding or searching for current Zip Code Coverage:

- Click on "**My Coverage**" from the ServicePower home page.
- Click on "**Zip Coverage**."
- Click on "**Manage Zip Profile by Network**."
- Scroll to the bottom of the page and click on "**Search & Adds Zips**."


91932 IMPERIAL BEACH, SAN DIEGO, CA
COVERED
Showing 1 to 15 of 172 entries
Do you want to copy this setup for other networks? If yes, then please select the network(s).
All networks listed below.
GE CUSTOMER CARE - Q4D55
SERVICE NET LLC - MA10785
AVANTI - 3228
BOSCH - 203045
ELECTROLUX - 00073
GE CUSTOMER CARE - TJK54
ASSURANT SOLUTIONS - MASTEC
SHARP - 0000239525
Note - If you 'Remove Zips', selected zip code(s) will be also be excluded for other selected networks.
Select the area to which the selected zips should be assigned.*
Select
Search & Add Zips
Remove Zips
Back

- Use the necessary tools to add zip codes to your coverage area.

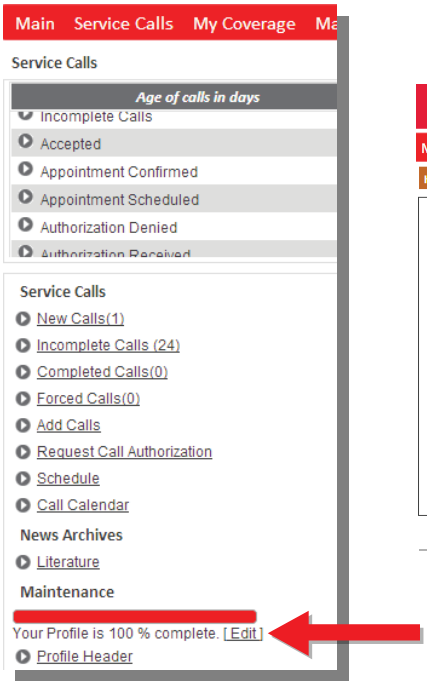


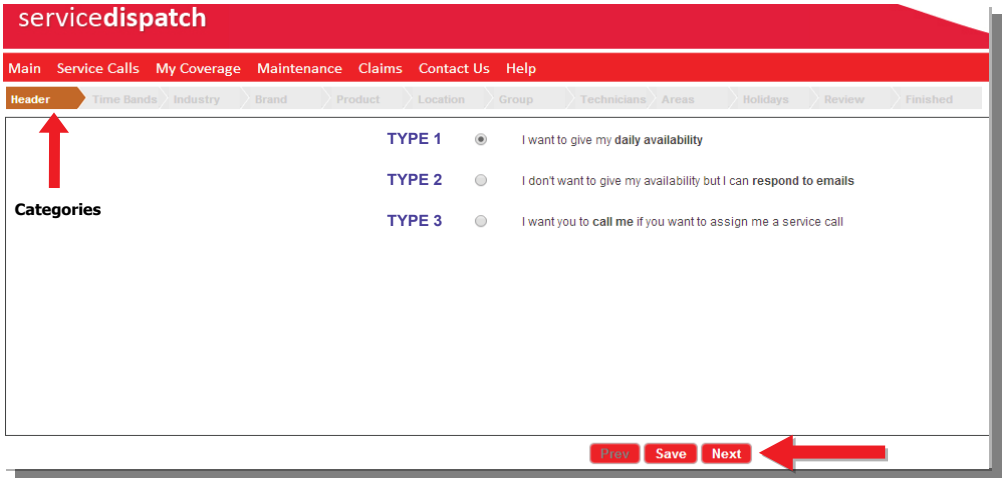
Q. Will consumers be able to schedule calls on the website, without calling Electrolux or a Service Provider?

- Yes. Beginning August 20, 2014, a consumer will be able to schedule a service call online.
- The RSQM's will have a step-by-step process available to all Service Providers to outline the procedures for the self-booking application.

Q. How do I change my Service Provider Type?

- Click "**Edit**" on the ServicePower home page.
- Update or edit any pertinent information. Click "**Save**" to save changes, and "**Next**" to advance to the next category.





***Type 1** = Companies that show availability and have schedules loaded to ServicePower.

***Type 2** = Companies that will accept dispatches by e-mail or fax and will call the consumer to schedule service.

***Type3** = Service Providers that want Electrolux to call to schedule service.

Q. Do I have to give dispatch status and part status updates to Electrolux?

Yes. You are required to update status every 3 days. Failure to update status can result in penalties for your account. IF you have ordered parts, please enter the part invoice, part number(s) and part(s) ETA.

Q. I have completed my profile and I am still not receiving dispatches?

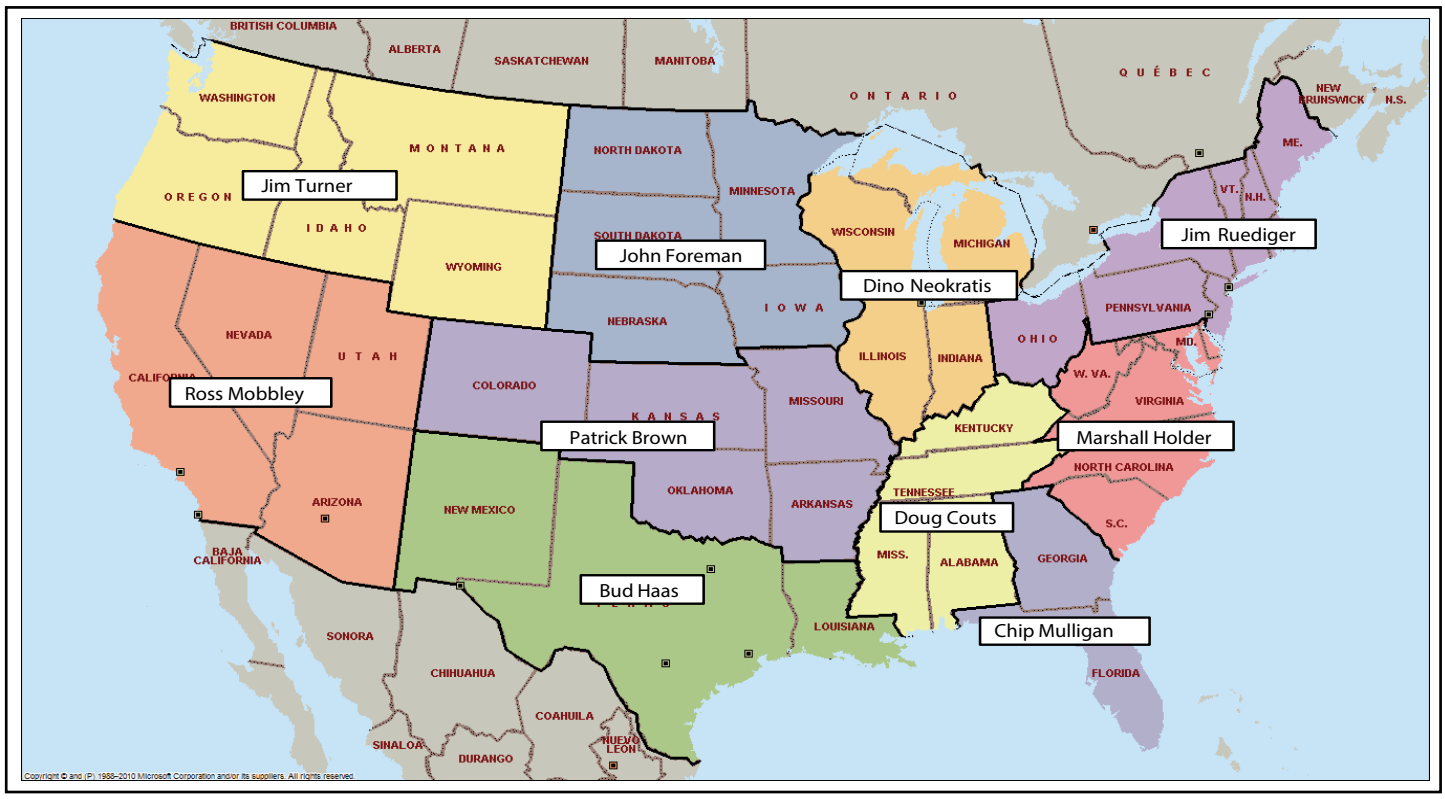
Please contact your RSQM for help.

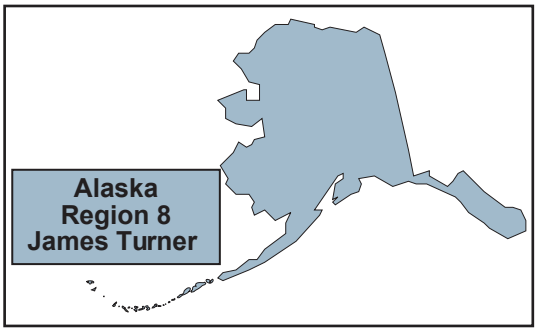
Q. Why does my account show that I am not active, eligible or available?

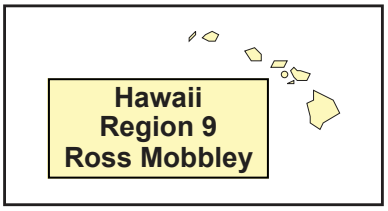
If your account has been suspended or has been deactivated, please contact your RSQM for more assistance.

Department	Reason for Contact	Contact Information
Factory Technical Information Department (FTID)	• Technical Support • Technical Specifications • Technical Feedback	Phone: **888-842-3660** (Follow Options) **Mon. - Thurs. 8:00AM - 8:00PM** **Fri. 10:15AM - 8:00PM**
EMAServiceTips Authorized Service Provider Website	• Service Manuals • Service & News Flashes • Service Provider Info. • Service Tips • Service Videos	www.EMAServiceTips.com User : Your 8 Digit Service Provider Account Number Password: **modify** (1st login only)
Service Assistance Center (SAC)	• Claims Processing • Warranty Inquiries	Phone: **866-646-6810** (Option 3) E-mail: servicer.assistance@electrolux.com **Mon. - Fri. 8:00AM - 5:00PM**
Parts Department	• Part Questions • Part Order	Phone: **800-599-7569** (Option 2) Fax: **706-228-6555** **Mon. - Fri. 8:00AM - 8:00PM**
Extended Service Agreements (ESA)	• Contract Status • Deductible • Expiration Date • Type of Agreement	Phone: **866-386-5286** Fax: **706-447-6298** **Mon. - Sat. 8:00AM - 8:00PM**
Product Specialist (DDPS)	• Product Exchange	Phone: **800-456-4669** Fax: **706-228-6539** E-mail:ema.replacementrequests@electrolux.com **Mon. - Sat. 8:00AM - 8:00PM**
Electrolux Customer Service	• Consumer Issues (excluding replacements)	Phone: **877-435-3287** **Mon. - Fri. 8:00AM - 10:00PM** **Sat. 8:00AM - 8:00PM**
Customer Engagement Center	• Consumer Issues (excluding replacements)	Phone: **800-374-4432** **Mon. - Sat. 8:00AM - 8:00PM**
Electrolux Commercial Group	• Consumer Issues • Commercial Technical Support	Phone: **866-738-1640** Fax: **706-228-6709** **Mon. - Fri. 8:00AM - 6:00PM**
Builder Sales Department	• Builder Repair Authorization	Phone: **800-458-1445** **Mon. - Fri. 8:00AM - 6:00PM**

***All times provided are in Eastern Standard Time (EST)**







Region	First Name	Last Name	Phone	E-Mail
1. North East	James	Ruediger	717-763-4342	james.ruediger@electrolux.com
2. Mid Atlantic	Marshall	Holder	864-580-0278	marshall.holder@electrolux.com
3. South	Doug	Couts	615-863-5046	doug.couts@electrolux.com
4. South East	Charles	Mulligan	706-550-7561	charles.mulligan@electrolux.com
5. Great Lakes	Dino	Neokratis	708-624-7002	dino.neokratis@electrolux.com
6. South Central	Bud	Haas	817-313-3478	bud.haas@electrolux.com
7. North Central	John	Foreman	402-740-6158	john.foreman@electrolux.com
8. North West	James	Turner	706-691-7797	james.turner@electrolux.com
9. South West	Ross	Mobbley	707-373-7918	ross.mobbley@electrolux.com
10. Mid West	Patrick	Brown	918-210-6017	patrick.brown@electrolux.com